

Everycom EC-801

Everycom EC-801 80mm Direct Thermal Receipt Printer User Manual

Model: EC-801

1. INTRODUCTION

This manual provides comprehensive instructions for the Everycom EC-801 80mm Direct Thermal Receipt Printer. It covers installation, operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your device. The EC-801 is a high-speed monochrome desktop thermal printer featuring an auto-cutter and multiple connectivity options.

Key Features:

- 300mm/s Ultra High-Speed Printing
- Rich Interface: Ethernet + USB
- Auto Cutter (Full / Half Cutting)
- Compatible with ESC / POS Print Instruction Mode
- Supports Windows and Linux operating systems

2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package:

- 1 x Everycom EC-801 80mm Thermal Receipt Printer
- 1 x Paper Guard Plate
- 1 x Paper Bering (Spindle)
- 1 x CD (for drivers and utilities)
- 1 x Power Adapter
- 1 x USB Cable
- 1 x 80mm Thermal Sample Roll



Image: Everycom EC-801 package contents.

3. PRODUCT OVERVIEW

3.1 Front Panel



Image: Front view of the EC-801 printer.

- **POWER Indicator:** Illuminates when the printer is powered on.
- **ERROR Indicator:** Illuminates or flashes to indicate a printer error (e.g., paper out, print head overheat).
- **PAPER Indicator:** Illuminates when paper is loaded, flashes when paper is low, and turns off when paper is out.
- **FEED Button:** Press to advance paper manually.

3.2 Rear Panel



Image: Rear view of the EC-801 printer with ports.

- **Power Switch:** Turns the printer on or off.
- **Power Port:** Connects to the provided power adapter.
- **USB Port:** Connects to a computer via USB cable.
- **Ethernet (Net) Port:** Connects to a network for LAN printing.
- **Cash Drawer Port:** Connects to a cash drawer for automatic opening.

3.3 Internal Components



Image: EC-801 printer with paper compartment open.

- **Paper Roll Compartment:** Area for loading the thermal paper roll.
- **Print Head:** The thermal element responsible for printing.
- **Auto Cutter:** Mechanism for automatically cutting receipts.

4. SETUP

4.1 Unpacking and Placement

1. Carefully remove the printer and all accessories from the packaging.
2. Place the printer on a stable, flat surface. Ensure adequate ventilation around the device.

4.2 Connecting Cables

1. Connect the power adapter to the printer's power port and then plug it into a power outlet.
2. **For USB Connection:** Connect one end of the USB cable to the printer's USB port and the other end to your computer.

3. **For Ethernet Connection:** Connect an Ethernet cable to the printer's Ethernet port and the other end to your network router or switch.
4. *Optional:* Connect a cash drawer cable to the cash drawer port if using an external cash drawer.

4.3 Loading Thermal Paper

1. Open the printer's top cover by pressing the release latch (if present) or lifting the cover firmly.
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 blade.
4. Close the top cover firmly until it clicks into place. Ensure the paper is taut and not jammed.

4.4 Driver Installation

1. Insert the provided CD into your computer's CD-ROM drive. Follow the on-screen instructions to install the printer drivers.
2. If your computer does not have a CD-ROM drive, please visit the Everycom official website to download the latest drivers for your operating system (Windows or Linux).
3. After installation, configure the printer settings as required by your application.

5. OPERATING INSTRUCTIONS

5.1 Powering On/Off

- To power on the printer, flip the power switch on the rear panel to the 'ON' position. The POWER indicator on the front panel will illuminate.
- To power off the printer, flip the power switch to the 'OFF' position.

5.2 Basic Printing

1. Ensure the printer is powered on and connected to your computer or network.
2. Open the application from which you wish to print (e.g., POS software, text editor).
3. Select the Everycom EC-801 as your printer and initiate the print command.
4. The printer will automatically print the receipt and cut the paper using its auto-cutter function.



Image: EC-801 printer performing a self-test print.

5.3 Using the FEED Button

Pressing the FEED button will advance the paper by a small amount. This is useful for checking paper alignment or manually advancing paper after a print job.

5.4 Indicator Lights

- **POWER (Solid Green):** Printer is on and ready.
- **ERROR (Solid Red):** General error. Refer to troubleshooting.
- **ERROR (Flashing Red):** Specific error, such as print head overheating. Allow printer to cool.
- **PAPER (Solid Green):** Paper is loaded and sufficient.
- **PAPER (Flashing Green):** Paper is low. Prepare to replace the roll.
- **PAPER (Off):** Paper is out.

6. MAINTENANCE

6.1 Cleaning the Print Head

Regular cleaning of the print head ensures clear print quality and extends the life of your printer.

1. Turn off the printer and disconnect the power cable.
2. Open the top cover to access the print head.
3. Using a soft, lint-free cloth lightly dampened with isopropyl alcohol, gently wipe the print head surface. Avoid touching the print head with bare hands.
4. Allow the print head to dry completely before closing the cover and reconnecting power.

6.2 Replacing the Paper Roll

When the PAPER indicator flashes or turns off, it's time to replace the paper roll. Follow the steps in Section 4.3 for loading thermal paper.

6.3 General Cleaning

Wipe the exterior of the printer with a soft, dry cloth to remove dust and debris. Do not use harsh chemicals or abrasive cleaners.

7. TROUBLESHOOTING

If you encounter issues with your Everycom EC-801 printer, refer to the following common problems and solutions:

- **Printer not powering on:**
Ensure the power cable is securely connected to both the printer and a working power outlet. Check the power switch position.
- **No print or faint print:**
Verify that thermal paper is loaded correctly and that it is thermal paper (not plain paper). Clean the print head as described in Section 6.1. Ensure the paper roll is not exhausted.
- **Paper jam:**
Turn off the printer, open the top cover, and carefully remove any jammed paper. Ensure the paper path is clear before reloading the paper and closing the cover. Handle the paper compartment lid with care to prevent damage to hinges.
- **Error indicator illuminated:**
This indicates a general error. Check for paper out, paper jam, or print head overheating. If the issue persists after addressing these, power cycle the printer.
- **Connectivity issues (USB/Ethernet):**
Check that the USB or Ethernet cable is securely connected. For Ethernet, verify network settings and ensure the printer's IP address is correctly configured. Reinstall or update printer drivers if necessary.
- **Blurry or crooked print:**
Ensure the paper roll is loaded straight and the print head is clean. Try printing a self-test page to diagnose.

8. SPECIFICATIONS

Printing Method	Direct Thermal
Print Width	80mm
Print Speed	300mm/s

Resolution	203 DPI
Interface	USB, Ethernet
Auto Cutter	Yes (Full / Half Cutting)
OS Compatibility	Windows, Linux
Command Set	ESC/POS Compatible
Product Dimensions (D x W x H)	18.6 x 14.5 x 13.3 Centimeters
Item Weight	1.8 Kilograms
Printer Output	Monochrome

9. WARRANTY INFORMATION

Everycom products are covered by a manufacturer's warranty. Please refer to the warranty card included in your package or contact Everycom customer support for detailed information regarding warranty terms and conditions, including coverage period and service procedures.

10. CUSTOMER SUPPORT

For any technical assistance, product inquiries, or support, please contact Everycom customer service:

Toll-Free Number: 1800 121 4480

Working Hours: Monday - Saturday, 10:00 AM - 6:30 PM (Except on Public Holidays)



Image: Everycom Customer Service Contact.