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Excelvan Imprimante-co-420

EXCELVAN Thermal Receipt Printer Imprimante-co-420 User Manual

Model: Imprimante-co-420

INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your EXCELVAN Thermal Receipt Printer, model Imprimante-co-420. This high-speed thermal printer is designed for various point-of-sale (POS) applications, offering reliable performance with an automatic cutter and multiple connectivity options.

IMPORTANT SAFETY INFORMATION

- Do not use the printer in environments with flammable gases or liquids, such as gas stations or fuel warehouses, to prevent fire or explosion hazards.
- Never open the paper cover while the printer is actively printing. This action can damage the printer mechanism.
- After printing, the print head may still be at a high temperature. Avoid touching it immediately to prevent burns.
- When charging, place the thermal printer and power adapter in a well-ventilated area with an ambient temperature between -5°C and 40°C.
- Always use the standard power adapter provided by the manufacturer. Using unauthorized power adapters will void the product warranty.

PACKAGE CONTENTS

Please check the package carefully to ensure all items are present and in good condition:

- 1 x EXCELVAN 80mm Thermal Receipt Printer
- 1 x Power Adapter (90cm, EU plug)
- 1 x USB Cable (110cm)
- 1 x Driver CD
- 1 x Thermal Paper Roll
- 1 x Paper Deflector
- 1 x User Manual (This document)



Figure 1: Contents of the EXCELVAN Thermal Receipt Printer package.

PRODUCT OVERVIEW

Front Panel



Figure 2: Front panel indicators and controls.

- **Power Light:** Indicates the printer's power status.
- **Error Light:** Illuminates to indicate an error condition (e.g., paper out, print head overheating).
- **Paper Light:** Indicates paper status, typically lit when paper is present and blinking when paper is low.
- **Feed Key:** Press to manually feed paper.

Rear Panel Ports



Figure 3: Rear panel connectivity ports.

- **USB Port:** For connecting to a computer via USB cable.
- **Serial Port (COM):** For connecting to devices via serial cable.
- **Ethernet Port (LAN):** For network connectivity (100M).
- **Cash Drawer Port:** For connecting a cash drawer.
- **Power Input:** For connecting the power adapter.
- **ON/OFF Switch:** To power the printer on or off.

DIP Switch (Print Mode Settings)



Figure 4: Location of the DIP switch for print mode configuration.

The DIP switch allows for advanced configuration of the printer's operating modes. Refer to the detailed instructions on the driver CD or the comprehensive user manual for specific DIP switch settings.

Dimensions



Figure 5: Printer dimensions.

SETUP

1. Connecting Power

1. Ensure the printer's ON/OFF switch is in the OFF position.
2. Connect the power adapter to the printer's power input port on the rear panel.
3. Plug the power adapter into a suitable electrical outlet.
4. Flip the ON/OFF switch to the ON position. The Power light on the front panel should illuminate.

2. Connecting Data Cable

Choose the appropriate connection method for your system:

- **USB Connection:** Connect one end of the USB cable to the printer's USB port and the other end to your computer or POS system.
- **Ethernet Connection:** Connect an Ethernet cable to the printer's Ethernet port and to your network router or switch.
- **Serial (COM) Connection:** Connect a serial cable to the printer's serial port and to your device's serial port.

3. Loading Thermal Paper

1. Press the "OPEN" button or lever on the side of the printer to open the paper cover.
2. Insert a thermal paper roll (either 80mm or 58mm width) into the paper compartment, ensuring the paper feeds from the bottom of the roll towards the front of the printer.
3. Pull a small amount of paper out past the cutter blade.
4. Close the paper cover firmly until it clicks into place. The Paper light should illuminate.



Figure 6: Printer with paper loaded and printing a receipt.

4. Driver Installation

The printer supports Android, iOS, Windows, and Linux operating systems. Drivers are essential for your computer or device to communicate with the printer.

- **For Windows/Linux:** Insert the provided Driver CD into your computer's CD-ROM drive and follow the on-screen instructions to install the appropriate driver. Alternatively, download the latest drivers from the official EXCELVAN support website.
- **For Android/iOS:** Typically, these systems require specific POS applications or SDKs (Software Development Kits) to communicate with thermal printers. Refer to your POS software provider's documentation for setup instructions.



Figure 7: Driver CD included in the package.

OPERATING INSTRUCTIONS

Basic Printing

Once the printer is powered on, connected, and drivers are installed, you can initiate printing from your POS software or application. The printer supports ESC/POS command sets for various printing functions.

1. Open your POS application or software on your connected device.
2. Select the EXCELVAN Thermal Receipt Printer as your output device.
3. Initiate a print job (e.g., print a receipt, order ticket).
4. The printer will automatically print the content and use its auto-cutter function to cut the receipt.

Advanced Printing Features

- **Logo and Graphics Printing:** The printer supports downloading and printing custom logos and graphics. Refer to the driver software or programming manual for instructions on how to upload and use these assets.
- **Barcode Printing:** Both 1D and 2D barcodes are supported. Ensure your POS software is configured to send

barcode data in a compatible format.

- **Cash Drawer Control:** Connect a compatible cash drawer to the printer's cash drawer port. The printer can send commands to open the cash drawer automatically after a transaction.
- **Printer Monitoring:** The 100M Ethernet card supports printer monitoring, which can help prevent lost receipts by providing status updates.

MAINTENANCE

Cleaning the Print Head

Regular cleaning of the print head ensures optimal print quality and extends the printer's lifespan.

1. Turn off the printer and disconnect the power cable.
2. Open the paper cover.
3. Wait a few minutes for the print head to cool down if the printer was recently used.
4. Gently wipe the print head surface with a cotton swab lightly dampened with isopropyl alcohol. Do not use abrasive materials or excessive liquid.
5. Allow the print head to dry completely before closing the cover and reconnecting power.

Replacing Paper Rolls

When the paper low indicator blinks or printing becomes faint, it's time to replace the paper roll. Follow the steps outlined in the "Loading Thermal Paper" section under Setup.

TROUBLESHOOTING

This section addresses common issues you might encounter. For more detailed troubleshooting, refer to the documentation on the provided Driver CD or the EXCELVAN support website.

Printer Not Powering On

- Ensure the power adapter is securely connected to both the printer and a working electrical outlet.
- Check that the ON/OFF switch on the rear panel is in the ON position.
- Verify the power outlet is functional by plugging in another device.

No Printing / Blank Pages

- Check if the Paper light is on. If not, reload the thermal paper roll correctly, ensuring it's inserted with the thermal side facing the print head.
- Ensure the printer is properly connected to your computer/device via USB, Ethernet, or Serial cable.
- Verify that the correct printer driver is installed and selected in your application's print settings.
- Perform a self-test print: Turn off the printer. Hold down the "Feed" button while turning the printer back on. Release the "Feed" button once printing starts. This will print a configuration page. If this prints, the printer hardware is likely functional, and the issue might be with software or connection.

Error Light On

- **Paper Out:** If the Paper light is also off, reload paper.
- **Paper Jam:** Open the paper cover and carefully remove any jammed paper. Ensure the paper path is clear before closing the cover.

- **Print Head Overheating:** Turn off the printer and allow it to cool down for several minutes before resuming operation.
- **Cutter Error:** If the auto-cutter is stuck, turn off the printer, open the paper cover, and gently clear any obstructions around the cutter blade. Refer to the warning label inside the printer for specific instructions on clearing a cutter jam.



Figure 8: Details of printer features, including cutter warning.

SPECIFICATIONS

Feature	Specification
Model Name	Imprimante-co-420
Printing Method	Direct Thermal Line
Print Speed	300 mm/second

Feature	Specification
Print Resolution	203 dpi (8 dots/mm, 576 or 512 dots/line)
Effective Print Width	72 mm
Paper Width	79.5 ± 0.5 mm / 57.5 ± 0.5 mm
Line Spacing	3.75 mm (adjustable)
Interface	USB, Serial (COM), Ethernet (100M)
Cash Drawer Port	DC24V/1A
Commands	ESC/POS compatible
Operating Systems	Android, iOS, Windows, Linux
Power Adapter Input	AC 110-240V, 50-60Hz
Power Adapter Output	DC 24V / 2.5A
Auto Cutter	Yes
Color	Black

WARRANTY AND SUPPORT

The EXCELVAN Thermal Receipt Printer comes with a manufacturer's warranty. Please refer to the warranty card included in your package or visit the official EXCELVAN website for detailed warranty terms and conditions.

For technical support, driver updates, or further assistance, please visit the EXCELVAN support portal or contact their customer service. Contact information can typically be found on the manufacturer's website or in the product packaging.