Xprinter XP-C300H

Xprinter XP-C300H Thermal Receipt Printer User Manual

1. INTRODUCTION

The Xprinter XP-C300H is a high-speed thermal receipt printer designed for various business environments. It features robust construction with water, oil, and dust resistance, ensuring durability and reliable performance. This printer offers versatile connectivity options including USB, Serial, and LAN, making it compatible with a wide range of operating systems. With a printing speed of 300mm per second, it efficiently handles high-volume printing tasks. This manual provides detailed instructions for setting up, operating, and maintaining your XP-C300H printer.

2. SAFETY INFORMATION

- Always connect the printer to a grounded power outlet.
- Do not expose the printer to water or excessive humidity.
- Avoid placing the printer in direct sunlight or near heat sources.
- Use only the specified power adapter and accessories.
- Keep out of reach of children.
- Do not attempt to disassemble or repair the printer yourself. Contact qualified service personnel for assistance.

3. PACKAGE CONTENTS

Please check the package contents upon unpacking. If any items are missing or damaged, contact your vendor.

- Xprinter XP-C300H Thermal Receipt Printer
- Power Cable
- USB Cable (may vary by model/region)
- Thermal Paper Roll (for initial testing)

4. PRODUCT OVERVIEW

Familiarize yourself with the components of your XP-C300H printer.

Figure 4.1: Side view of the XP-C300H printer. This image shows the compact design and the blue transparent cover for the paper compartment.

Figure 4.2: Top-front view of the XP-C300H printer with the paper cover open. This reveals the thermal print head mechanism and the area for loading the thermal paper roll. Status indicator lights (Power, Error, Paper) are visible on the front panel.

Figure 4.3: Rear view of the XP-C300H printer. This image highlights the multiple connectivity ports including USB, Serial (DB9), LAN (Ethernet), and the power input port, offering flexible integration options.

5. SETUP

5.1 Connecting the Power Adapter

1. Ensure the printer is turned off.
2. Connect the power cable to the power adapter.
3. Plug the power adapter into the printer's power input port (refer to Figure 4.3).
4. Plug the other end of the power cable into a grounded electrical outlet.

5.2 Loading Thermal Paper

1. Open the printer's top cover by pressing the release latch (refer to Figure 4.2).
2. Insert a new 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 out past the cutter.
4. Close the top cover firmly until it latches.

5.3 Connecting to a Computer

The XP-C300H supports USB, Serial, and LAN connections.

- **USB Connection:** Connect one end of the USB cable to the printer's USB port and the other end to your computer.
- **Serial Connection:** Connect a serial cable (DB9) from the printer's serial port to your computer's serial port.
- **LAN Connection:** Connect an Ethernet cable from the printer's LAN port to your network router or switch.

5.4 Driver Installation

After connecting the printer, you may need to install the appropriate drivers for your operating system (Windows,

Linux, etc.). Drivers are typically provided on a CD with the printer or can be downloaded from the Xprinter official website. Follow the on-screen instructions for driver installation.

6. Operating Instructions

6.1 Powering On/Off

Press the power switch located on the printer to turn it on or off. The 'Power' indicator light will illuminate when the printer is on.

6.2 Status Indicators

The printer features indicator lights on the front panel:

- **Power:** Indicates the printer is powered on.
- **Error:** Illuminates or flashes to indicate an error condition (e.g., paper out, print head overheat, cover open).
- **Paper:** Illuminates when paper is present, flashes when paper is low, or off when paper is out.

6.3 Printing

Once the printer is connected and drivers are installed, you can print receipts or other documents from your POS software or application. The printer supports EPSON ESC/POS command sets for various printing functions.

6.4 Auto Cutter

The XP-C300H features an auto-cutter that can perform full or partial cuts of the thermal paper, depending on the software commands sent to the printer.

7. Maintenance

7.1 Cleaning the Print Head

Regular cleaning of the print head ensures optimal print quality. Turn off the printer and disconnect the power cable before cleaning. Use a soft cloth dampened with isopropyl alcohol to gently wipe the thermal elements on the print head. Allow it to dry completely before use.

7.2 Cleaning the Exterior

Wipe the exterior of the printer with a soft, dry cloth. For stubborn dirt, use a cloth lightly dampened with water and mild detergent. Do not use strong solvents or abrasive cleaners.

7.3 Replacing the Paper Roll

When the 'Paper' indicator shows low paper or is off, replace the paper roll following the steps in Section 5.2.

8. Troubleshooting

Problem	Possible Cause	Solution
Printer does not power on	Power cable not connected; Power outlet faulty	Check power cable connection; Try a different outlet
No printing	Paper out; Printer cover open; Incorrect driver/connection; Error state	Load paper; Close cover; Verify driver installation and cable connection; Check error indicator

Problem	Possible Cause	Solution
Poor print quality	Print head dirty; Low quality thermal paper	Clean print head (Section 7.1); Use recommended thermal paper
Paper jam	Improper paper loading; Foreign object	Open cover and clear jammed paper; Reload paper correctly (Section 5.2)

If the problem persists after trying these solutions, please contact technical support.

9. SPECIFICATIONS

Feature	Description
Model	XP-C300H
Printing Method	Direct Thermal
Print Speed	300 mm/second
Interface	USB, Serial (RS232), LAN (Ethernet)
Paper Width	Max 198 mm *(Note: Standard receipt printers typically use 80mm or 58mm width. Please verify actual supported paper width with product documentation.)*
Auto Cutter	Full/Partial Cut
Reliability	Water, Oil, and Dust Resistant
Command Set	Compatible with EPSON ESC/POS
Operating System Support	Windows, Linux, various others
Dimensions (D x W x H)	198 x 148 x 138 mm
Weight	1.78 kg
Color	Black
Included Components	Printer, Power Cable
Print Media	Labels *(Primary media for receipt printers is typically thermal paper rolls)*
Duplex Printing	Yes *(Note: This feature is generally not applicable to thermal receipt printers. Please refer to official product documentation for clarification.)*

10. WARRANTY AND SUPPORT

For detailed warranty information, technical support, and service inquiries, please refer to the documentation included with your purchase or visit the official Xprinter website. You may also contact your local dealer or distributor for assistance.

Keep your purchase receipt as proof of purchase for warranty claims.