CYSSJF SJ-TP01

CYSSJF SJ-TP01 Thermal Queue Number Printer Instruction Manual

Model: SJ-TP01

1. Product Overview

The CYSSJF SJ-TP01 is a compact, inkless thermal printer designed for efficient queue management. It generates numbered tickets for various service environments such as retail stores, banks, and patient waiting areas. The device features a durable polycarbonate casing and offers customizable printout options via PC software.
Key features include:

- **Inkless Thermal Printing:** Utilizes thermal technology, eliminating the need for ink cartridges.
- **Customizable Numbering:** Supports single, two, three, or four-digit numbers (0-9, 00-99, 000-999, 0000-9999).
- **On-Demand Ticket Printing:** Press the main button to print the next sequential queue number.
- **Editable Print Content:** Customize ticket text, logos, and other information using dedicated PC software.
- **Duplicate Ticket Option:** Capable of printing two identical tickets simultaneously if required.
- **Automatic Number Reset:** The queuing number automatically resets to '1' at 0:00 each night, or can be manually reset.

2. Package Contents

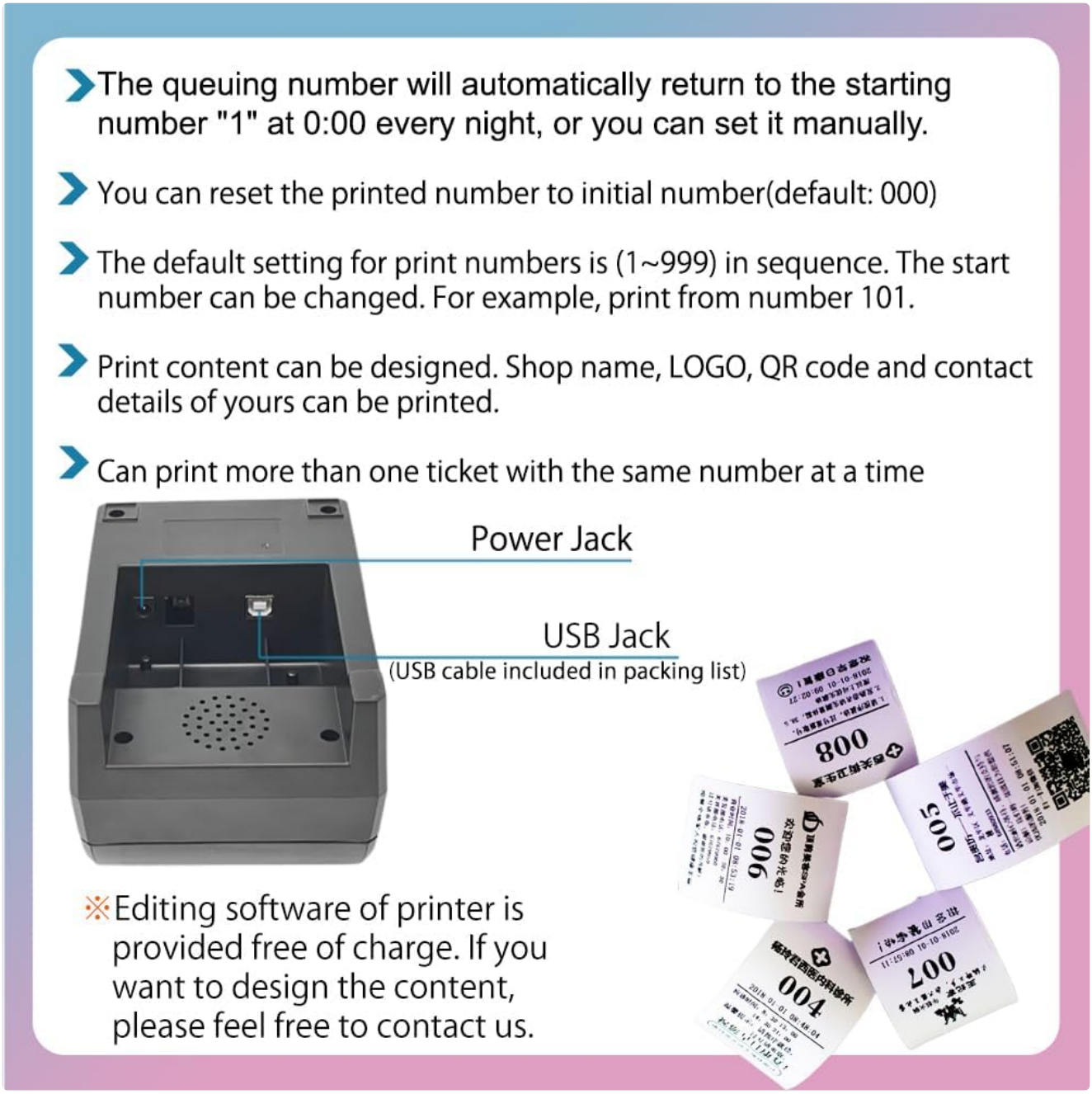
Please ensure all items are present upon unboxing:

- 1 x CYSSJF SJ-TP01 Thermal Queue Number Printer
- 1 x Thermal Paper Roll (58mm width, white)
- 1 x USB Cable
- 1 x Power Adapter

3. Setup Guide

3.1 Connecting the Printer

1. Connect the power adapter to the printer's power jack and plug it into a suitable power outlet.
2. Connect the printer to your computer using the provided USB cable. The USB jack is located on the rear of the printer.



Rear view of the CYSSJF SJ-TP01 printer, highlighting the Power Jack and USB Jack for connectivity.

3.2 Loading Thermal Paper

1. Open the printer cover.
2. Insert the 58mm thermal paper roll into the compartment. Ensure the paper feeds from the bottom of the roll and the thermal side (which prints) is facing upwards.
3. Pull a small length of paper out past the cutting edge.
4. Close the printer cover securely.

Illustration demonstrating the correct orientation for loading 58mm thermal paper into the printer. Incorrect loading will result in blank printouts.

4. Operation

4.1 Printing a Queue Ticket

To print a sequential queue ticket:

1. Ensure the printer is powered on and has thermal paper loaded correctly.
2. Press the red button located on the top of the printer.
3. The printer will automatically print the next number in the sequence. Tear off the ticket along the cutting edge.

A user pressing the red button on the CYSSJF thermal queue number printer to issue a ticket. The printer is designed for plug-and-play use without Wi-Fi, offering quick printing and easy tear-off tickets.

Watch this video for a demonstration of printing tickets:

Your browser does not support the video tag.

Video demonstrating how to print sequential queue numbers by pressing the red button on the printer. It also mentions the ability to edit print content via software.

4.2 Resetting the Queue Number

The queue number can be reset at any time. Follow these steps:

1. Press and hold the manual feed button (usually a small button near the paper exit) while the printer is off.
2. While still holding the manual feed button, turn on the power switch.
3. Do not release the manual feed button until you hear a "didi" sound.
4. Then, press the red numeric button. A "di" sound will confirm that the number has been successfully reset.

The queuing number will automatically return to the starting number "1" at 0:00 every night. You can also set it manually.
Watch this video for a demonstration of resetting the queue number:

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Video demonstrating the steps to manually reset the queue number on the printer.

5. Customization and Software

The CYSSJF SJ-TP01 printer allows for extensive customization of the printed ticket content using dedicated PC software. This enables you to include specific store names, logos, QR codes, and contact details.

5.1 Modifying Printout Content

To modify the printout content:

1. Connect the printer to your computer via the USB cable.
2. Open the printer editing software (contact the seller for the software and operational video if you do not have it).
3. Within the software, you can add images (e.g., logos), text (e.g., welcome messages, department names), and configure the queue number display. The ticket template needs to be designed in advance, for example, using image editing software like Photoshop.
4. Set the desired starting and ending numbers for the queue.

5. Adjust the number of prints per button press (e.g., set to 2 to print two identical tickets).
6. Upload the customized template to the printer via the software. Wait for the data upload to complete.
7. Once the upload is complete, unplug the USB cable and restart the printer. The new settings will be active.

Examples of customized queue tickets, demonstrating how different departments or services can be displayed with unique numbering.

Watch this video for a detailed guide on modifying printouts with the software:

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Video tutorial demonstrating how to connect the printer to a computer, open the editing software, add images and text, set queue number parameters, and upload the customized template to the printer.

6. Maintenance

6.1 Paper Management

- Always use 58mm thermal paper rolls. Using incorrect sizes may lead to paper jams or poor print quality.
- Ensure the paper is loaded in the correct direction as shown in the setup guide to prevent blank printouts.
- Replace the paper roll promptly when it runs out to ensure continuous operation.

6.2 Cleaning

- Regularly clean the printer's exterior with a soft, dry cloth.
- To clean the thermal print head, use a cotton swab lightly dampened with isopropyl alcohol. Ensure the printer is off and completely dry before turning it back on.

7. Troubleshooting

Issue	Possible Cause	Solution
Printer does not power on	Power cable disconnected or faulty outlet.	Check power connections; try a different power outlet.
No print or blank printouts	Thermal paper loaded incorrectly or out of paper.	Ensure paper is loaded with the thermal side facing up; replace paper roll.
Printer not recognized by PC	USB cable disconnected or driver issue.	Check USB connection; ensure printer drivers are installed (contact seller for drivers).
Cannot edit printout text	Missing or incorrect editing software.	Contact the seller for the correct editing software and operational instructions.
Paper jams	Incorrect paper size or foreign object in paper path.	Use 58mm paper; carefully remove any obstructions.

8. Specifications

Feature	Detail

Feature	Detail
Brand	CYSSJF
Model Number	SJ-TP01
Product Dimensions	15P x 10l x 8H cm
Print Technology	Thermal
Print Output	Monochrome
Max Print Speed (B&W)	49.98 Pages per minute
Max Print Resolution (B&W)	203 dpi or higher
Sheet Size	58 Millimeters
Max Sheet Feed Capacity	52
Connectivity Technology	USB
Compatible Devices	Computers
Special Features	Portable
Components Included	1 x thermal printer

9. Warranty and Support

For any inquiries regarding product warranty, technical support, or to obtain the printer editing software and operational videos, please contact the seller directly. They are available to assist with software installation and customization of your printouts.

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