KOQICALL TP-1 WAY

KOQICALL Ticket Dispenser Thermal Printer User Manual

Model: TP-1 WAY | Brand: KOQICALL

1. Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your KOQICALL Ticket Dispenser Thermal Printer. This simple thermal printer is designed for taking queue tickets without requiring ink.

The printer features a high-quality polycarbonate shell, ensuring durability. It allows for easy ticket dispensing by pressing the RED button and can print user manuals by pressing the FEED button. You can customize the printed text, such as store name, phone number, and address, via a computer connection. The device also supports printing two identical queue numbers simultaneously if needed.

Key features include:

- Plug and Play functionality.
- No internet connection required.
- High-speed printing.
- Easy to tear off tickets.
- Editable content for tickets.



Figure 1.1: KOQICALL Thermal Printer highlighting key features.

2. Setup

2.1 What's in the Box

Upon unboxing, ensure all components are present:

- Ticket printer unit
- One roll of 57mm receipt paper
- USB cable
- USA adaptor (Power adapters will be provided depending on the type of power supply in different countries)



Figure 2.1: Printer unit and accessories.

2.2 Power Connection

Connect the provided USA adaptor to the printer's power socket and then to a power outlet. The printer is designed for a working voltage of 9V.

2.3 Paper Loading

Proper paper loading is crucial for correct operation. The printer uses 57mm width thermal paper. Follow these steps:

1. Open the printer cover.
2. Insert the paper roll, ensuring the paper feeds from the bottom of the roll and comes out over the top, as shown in the correct direction below.
3. Close the printer cover firmly until it clicks into place.



Figure 2.2: Correct paper loading direction.

Watch this video for a visual guide on loading paper correctly:

Video 2.1: Demonstrating the correct paper loading direction for the queue ticket printer.

3. Operating Instructions

3.1 Printing a Ticket

To print a queue ticket, simply press the RED button located on the top of the printer. The printer will automatically dispense a ticket with the next sequential number.



Figure 3.1: Simple operation of the ticket dispenser.

3.2 Resetting the Number

By default, the queue number will automatically reset to 001 at 0:00 each night. If you need to manually reset the number to 001 at any time (e.g., if numbers have been printed to 008 and you wish to start from 001 again), follow these steps:

1. Turn off the power using the ON/OFF switch.
2. Press and hold the FEED key.
3. While holding the FEED key, turn on the power.
4. Release the FEED key when you hear a "didi" sound.
5. Press the RED button to print the first ticket, which will now be 001.

3.3 Editing Printed Text

The text printed on the tickets can be customized via a computer using the provided USB cable. This allows you to add information such as your store name, phone number, or address. Please contact KOQICALL customer support for the necessary software if you wish to modify the ticket content or change settings.

For a comprehensive demonstration of basic operation, including printing tickets and resetting the number, please refer to the video below:

Video 3.1: KOQICALL Brand Number Ticket Thermal Printer in operation, showing ticket printing and number reset.

4. Maintenance

To ensure the longevity and optimal performance of your thermal printer, regular maintenance is recommended:

- **Cleaning:** Regularly wipe the exterior of the printer with a soft, dry cloth. For the thermal print head, use a specialized thermal printer cleaning pen or isopropyl alcohol on a cotton swab. Ensure the printer is turned off and unplugged before cleaning.
- **Paper Quality:** Always use high-quality thermal paper of the correct width (57mm) to prevent paper jams and ensure clear prints.
- **Storage:** Store the printer in a cool, dry place away from direct sunlight and extreme temperatures.

5. Troubleshooting

5.1 Out-of-Paper Reminder

If the printer runs out of paper, it will typically indicate this with a specific sound or light indicator. Replace the paper roll as described in Section 2.3.

5.2 Blank Prints or Faint Text

If the printer is producing blank tickets or very faint text, the most common cause is incorrect paper loading direction. Thermal paper has a heat-sensitive side that must face the print head. Refer to Section 2.3 and Video 2.1 to ensure the paper is loaded correctly.

5.3 Software or Connectivity Issues

If you encounter issues with the customization software or USB connectivity, ensure the USB cable is securely connected to both the printer and your PC. If problems persist, contact KOQICALL customer support for assistance. They can provide guidance and updated software if necessary.

6. Specifications

Feature	Detail
Brand	KOQICALL
Model Name	TP-1 WAY
Printing Technology	Thermal
Connectivity Technology	USB
Print Media	Paper (plain)
Max Input Sheet Capacity	100

Compatible Devices	PC
Sheet Size	57 Millimeters
Maximum Black and White Print Resolution	203 dpi
Resolution	300 x 300
Printer Output	Monochrome
Control Method	Touch
Product Dimensions	5.9 x 3.8 x 3.2 inches (16 x 11.5 x 9 cm)
Item Weight	1.32 pounds
Memory Storage Capacity	32 KB
Manufacturer	quanzhou koqi electronic co., ltd
Country of Origin	China

Figure 6.1: Product dimensions.

Figure 6.2: Back view with power and USB ports.

7. Warranty and Support

For any questions, technical support, or warranty inquiries regarding your KOQICALL Ticket Dispenser Thermal Printer, please contact KOQICALL customer service. Their responsive support team is available to assist with product operation, software needs, and any other concerns you may have.

Refer to the contact information provided with your product packaging or visit the official KOQICALL store online for support details.

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Example: How do I reset this device or fix this error?

Details

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