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KOQICALL TP-4 WAY

KOQICALL TP-4 Way Thermal Queue Ticket Printer User Manual

Model: TP-4 WAY

INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your KOQICALL TP-4 Way Thermal Queue Ticket Printer. Please read this manual thoroughly before using the device to ensure proper functionality and longevity.



Image: Front view of the KOQICALL TP-4 Way Thermal Queue Ticket Printer, displaying a printed ticket with a queue number.

1. SETUP

1.1 Unpacking and Components

Carefully unpack the printer and verify that all components are present:

- KOQICALL TP-4 Way Thermal Queue Ticket Printer
- One roll of 57mm receipt tickets
- USA power adapter (9V)
- USB cable

1.2 Power Connection

1. Connect the USA power adapter to the power socket located at the back of the printer.
2. Plug the power adapter into a standard electrical outlet.
3. The printer is designed for a working voltage of 9V.

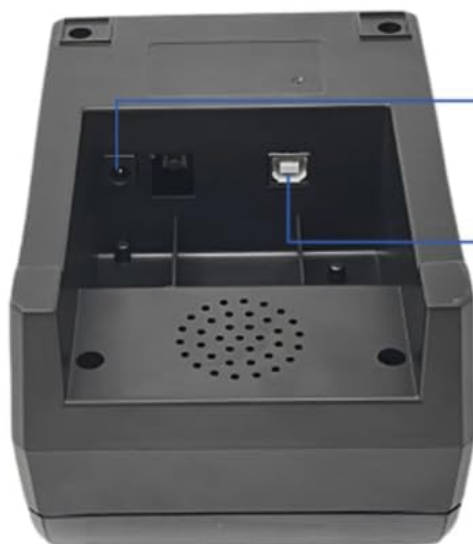


Image: Rear view of the KOQICALL TP-4 Way printer, highlighting the power socket and the computer USB port. A USB cable is shown connected.

1.3 Loading Paper

The printer uses 57mm wide thermal receipt paper. Ensure the paper roll is inserted correctly for printing.

- The number automatically returns to the starting number "1" at 0:00 every night, or you can set it manually.
- You can set the starting number as desired, e.g. you want to print from number 100.
- The default number is 1-999. Any number up to 4 digits can be set.
- You can set any print style, such as adding store name, phone, address and other information.



Power socket

Computer USB port

Please contact us for USB software if you want to edit the printing content or change settings



USB cable included

Image: Diagram illustrating the correct method for inserting a 57mm thermal paper roll into the printer, contrasted with an incorrect method.

1.4 Initial Power On

Once power is connected and paper is loaded, switch the printer on using the power button. The printer is a plug-and-play device and does not require Bluetooth or Wi-Fi connectivity for basic operation.

2. OPERATING INSTRUCTIONS

2.1 Printing Queue Tickets

The KOQICALL TP-4 Way printer features four distinct colored buttons, each representing a separate counter or department. To print a queue ticket:

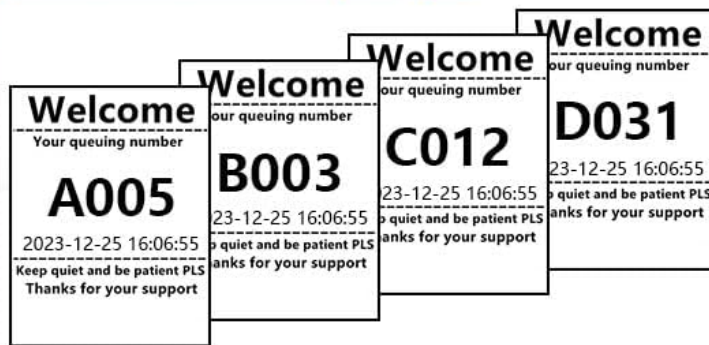
1. Press the corresponding colored button for the desired counter or department.
2. The printer will issue a ticket displaying the counter identifier (e.g., A, B, C, D) followed by the queue number (e.g.,



The four keys of the printer represent **four counters or departments.**

The content on the receipt paper can be defined according to needs.

Default Display



Editable display content



Image: The KOQICALL TP-4 Way printer showing its four colored buttons (yellow, blue, green, red) labeled A, B, C, D, representing different counters. Examples of default and editable printed tickets are displayed, showing queue numbers and customizable department names like Pediatrics, Orthopaedics, Pharmacy, and Cashier.

Simple Operation



The ticket will show the number xxxx to a certain department or counter

Press different counter button to print a ticket

Counter number + Queue number



Plug and Play



Content Editable



No Need Internet



High-Speed Printing

Image: A diagram illustrating the simple operation of the printer. A finger presses a colored button, and a ticket emerges, displaying a counter number and queue number. Icons indicate features like Plug and Play, Content Editable, No Need Internet, and High-Speed Printing.

2.2 Queue Number Management

- **Automatic Reset:** By default, the ticket number for each counter will automatically restart from 001 at 0:00 (midnight) each night.
- **Manual Reset:** You can manually reset the numbers to 001 at any time. Refer to the customization section for instructions on how to perform a manual reset.
- **Starting Number:** The starting number can be set as desired (e.g., to print from number 100).
- **Number Range:** The default number range is 1-999. Any number up to 4 digits can be set.
- **Multiple Tickets:** The printer can be configured to print two or more tickets with the same number simultaneously if required.

Numbers of the 4 counters are printed separately Different counter have different job functions



Image: The KOQICALL TP-4 Way printer with its four colored buttons, indicating separate printing for each counter. A printed ticket shows a queue number up to 4 digits and space for customized text.

2.3 Customizing Print Content

The text printed on the tickets can be customized to include specific department names, store names, phone numbers, addresses, or other information. This requires connecting the printer to a computer via the provided USB cable and using dedicated software.

- Connect the printer to your computer using the USB cable.
- Contact KOQICALL customer support to obtain the necessary USB software for editing print content and changing settings.

3. MAINTENANCE

3.1 General Care

The KOQICALL TP-4 Way is a thermal printer, meaning it does not require ink cartridges. This simplifies maintenance significantly.

- Keep the printer clean and free from dust. Use a soft, dry cloth to wipe the exterior.
- Avoid spilling liquids on the printer.
- Ensure proper ventilation around the device.

3.2 Paper Replacement

Replace the 57mm thermal paper roll when it runs out. Refer to section 1.3 for proper paper loading instructions.

4. TROUBLESHOOTING

4.1 Printing Issues

- **No Print Output:**
 - Check if the printer is powered on.
 - Ensure the paper roll is loaded correctly and not empty.
 - Verify that the paper is thermal paper and inserted with the correct side facing the print head.
- **Faint or Incomplete Print:**
 - The thermal paper roll might be old or stored improperly. Replace with a new roll.
 - Clean the print head gently with a soft, lint-free cloth if accessible (ensure printer is off and cool).

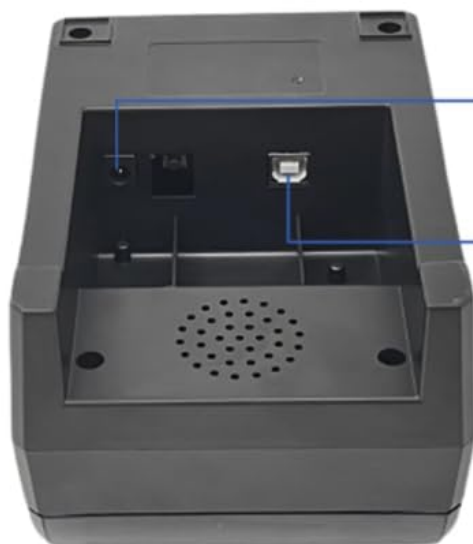
4.2 Customization Issues

If you encounter difficulties modifying the ticket text or changing settings via computer, ensure you have the correct software from KOQICALL. Contact customer support for assistance.

5. SPECIFICATIONS

Feature	Detail
Brand	KOQICALL
Model Name	TP-4 WAY
Printing Technology	Thermal
Connectivity Technology	USB
Printer Output	Monochrome
Control Method	Push Button
Product Dimensions	6.3"D x 4.5"W x 3.5"H (16cm x 11.5cm x 9cm)
Item Weight	1.5 pounds
Max Input Sheet Capacity	100 (sheets/tickets)
Sheet Size	57 Millimeters
Maximum Black and White Print Resolution	203 dpi
Included Components	Paper, Ticket Printer, USA adaptor, USB cable

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- The default number is 1-999. Any number up to 4 digits can be set.
- You can set any print style, such as adding store name, phone, address and other information.



Power socket

Computer USB port

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USB cable included

Image: A detailed product display showing the front, back, and lateral side views of the printer with dimensions: 16cm (6.3in) length, 11.5cm (4.53in) width, and 9cm (3.54in) height.

6. WARRANTY INFORMATION

The KOQICALL TP-4 Way Thermal Queue Ticket Printer comes with a Limited Warranty. For specific terms and conditions, please refer to the warranty documentation included with your product or contact KOQICALL customer support.

7. CUSTOMER SUPPORT

For technical assistance, software inquiries, or any questions regarding your KOQICALL TP-4 Way printer, please contact KOQICALL customer support. They can provide the necessary software for text customization and assist with troubleshooting.

Manufacturer: quanzhou koqi electronic co., ltd

