vretti M817

vretti M817 Thermal Receipt Printer User Manual

Model: M817 - USB+Serial+Ethernet Interface

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your vretti M817 Thermal Receipt Printer. Please read this manual thoroughly before using the printer to ensure proper functionality and longevity. This printer is designed for high-volume environments such as restaurants, retail stores, and hospitals, offering fast and clear receipt printing.

2. PRODUCT OVERVIEW

2.1 Key Features

- **Blazing-Fast Printing Speed:** Delivers ultra-fast printing at 260mm/s, ensuring efficient transaction processing.
- **Triple Connectivity:** Equipped with USB, Serial (RS-232), and Ethernet ports for versatile system integration.
- **Operating System Compatibility:** Supports Windows (XP/7/8/10/11), MacOS, and Linux (CUPS), JavaPOS, and OPOS.
- **Cost-Efficient & Green Printing:** Thermal technology eliminates the need for ink, toner, or ribbons, reducing operational costs and waste.
- **Automatic Cutter:** Features an integrated auto-cutter for precise and efficient receipt separation.
- **Wall Hanging Design:** Includes two hanging holes on the bottom for flexible wall-mount installation.

2.2 Package Contents

Upon unpacking, please verify that all the following items are included:

Figure 2.2.1: Package Contents. Includes the vretti M817 Thermal Receipt Printer, paper roll, serial cable, power cable, thermal paper, user manual, and USB flash drive.

1. vretti M817 Thermal Receipt Printer
2. Thermal Paper Roll (80mm x 30mm)
3. Serial Cable
4. Power Cable
5. Adapter
6. User Manual

7. USB Flash Drive (containing drivers and digital manual)

8. Test Paper

3. S<small>ETUP</small>

3.1 Connecting Cables

Connect the necessary cables to the rear panel of the printer as shown below:
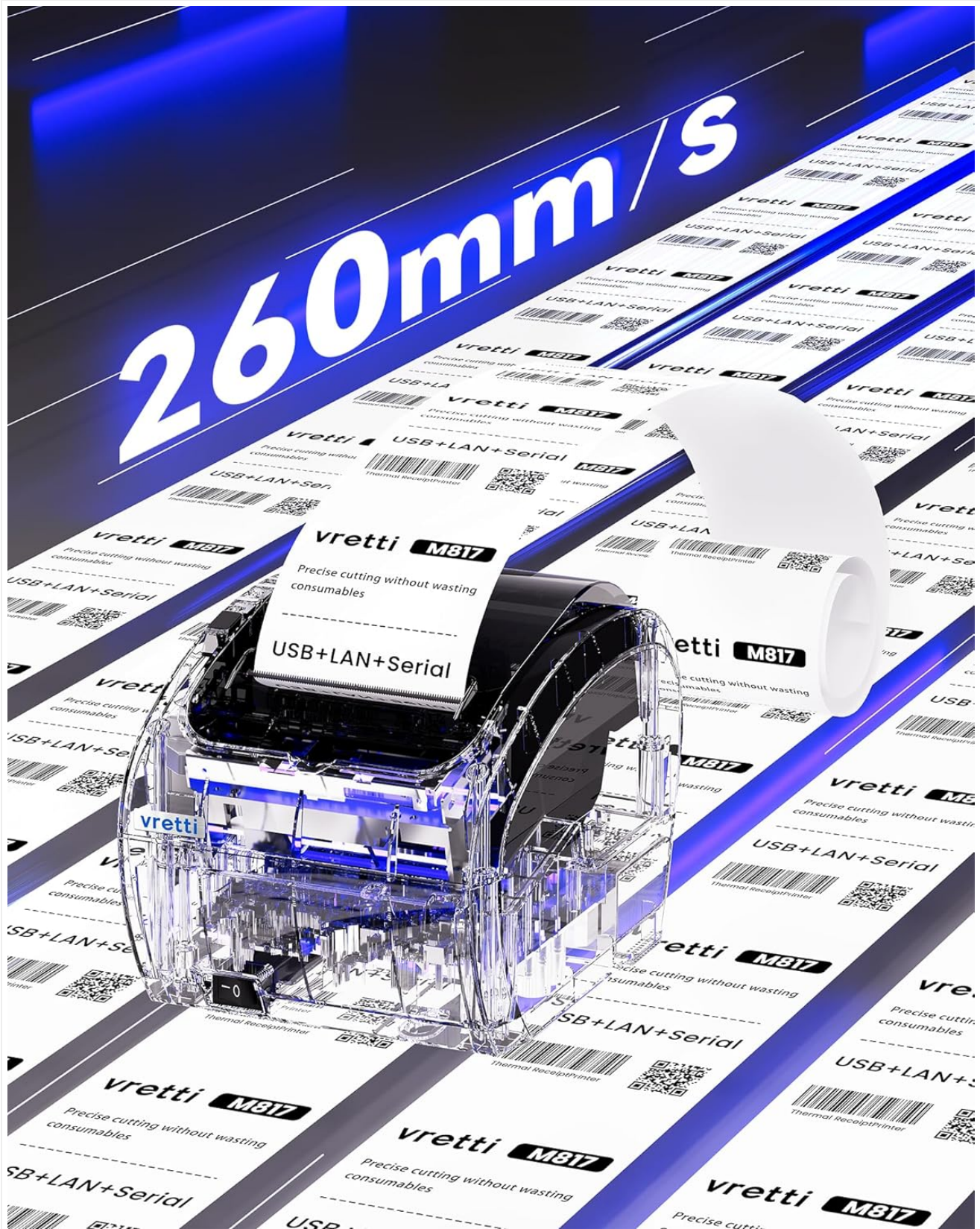

Figure 3.1.1: Printer Rear Panel Connections.

- **Power Connection:** Connect the power adapter to the printer's power port and then plug the power cord into a suitable electrical outlet.
- **USB Connection:** For direct connection to a computer, insert the USB cable into the printer's USB port and the other end into your computer's USB port.
- **Serial Connection (RS-232):** If using a serial interface, connect the serial cable to the printer's serial port and your computer's serial port.
- **Ethernet (LAN) Connection:** For network printing, connect an Ethernet cable to the printer's LAN port and to your network router or switch.
- **Cash Drawer Connection:** Connect the cash drawer cable to the designated cash drawer port on the printer.

3.2 Paper Roll Installation

Follow these steps to install the thermal paper roll:

Figure 3.2.1: Paper Roll Loading.

1. Gently push the cover open button to open the printer's top cover.

2. Insert the thermal paper roll into the paper compartment. Ensure the paper feeds from the bottom of the roll and the printing side (thermal side) is facing down, towards the print head.

3. Pull a small amount of paper out past the cutter mechanism.

4. Close the printer cover firmly until it clicks into place.

3.3 Driver Installation

The printer supports various operating systems. Drivers are provided on the included USB flash drive.

- Insert the provided USB flash drive into your computer.
- Locate the driver folder corresponding to your operating system (Windows, MacOS, or Linux).
- Follow the on-screen instructions to install the printer drivers. For Linux, refer to the CUPS setup guide on the USB drive.

4. OPERATING INSTRUCTIONS

4.1 Basic Printing

Once the printer is set up and drivers are installed, you can begin printing receipts:

Figure 4.1.1: High-Definition Printing.

1. Ensure the printer is powered on and connected to your computer or network.
2. Open your Point of Sale (POS) software or application.
3. Initiate a print command from your software. The printer will process the data and print the receipt at high speed.
4. The integrated auto-cutter will automatically cut the receipt after printing.

4.2 LED Indicators and Buttons

- **Power Light:** Illuminates when the printer is powered on.

- **Error Light:** Flashes or illuminates to indicate an error condition (e.g., paper out, cover open, print head overheating).
- **Paper Light:** Indicates the status of the paper roll.
- **FEED Button:** Press this button to manually feed paper. It can also be used to reset the cutter in certain error conditions.

4.3 Cash Drawer Operation

When a cash drawer is connected to the printer, it will typically open automatically upon a print command from your POS software. Ensure your software is configured to send the appropriate signal to the printer for cash drawer activation.

5. MAINTENANCE

5.1 Cleaning the Printer

Regular cleaning helps maintain print quality and extends the printer's lifespan:

- **Print Head:** Turn off the printer and allow the print head to cool. Use an alcohol swab (70% isopropyl alcohol) to gently wipe the print head surface. Allow it to dry completely before use.
- **Paper Path:** Use a soft, dry cloth to remove any paper dust or debris from the paper path.
- **Exterior:** Wipe the exterior of the printer with a soft, damp cloth. Avoid using harsh chemicals.

5.2 Over-temperature Protection

The vretti M817 is equipped with an over-temperature protection mechanism. If the print head becomes too hot during continuous operation, the printer may temporarily pause printing to prevent damage. Allow the printer to cool down for a few minutes before resuming operation.

6. TROUBLESHOOTING

This section addresses common issues you might encounter:

- **Printer Not Responding:**

  - Ensure the power cable is securely connected and the printer is turned on.
  - Verify that the USB, Serial, or Ethernet cable is properly connected to both the printer and the host device.
  - Check if the correct printer drivers are installed and selected in your operating system and application.

- **Paper Jam / Cutter Stuck:**

  - Open the printer cover and carefully remove any jammed paper.
  - If the cutter is stuck, press the FEED button or restart the printer to attempt a reset.**Do not force the cover open if the cutter is stuck;** gently turn the gear to reset the cutter mechanism.

- **Poor Print Quality / Blank Receipts:**

  - Ensure you are using thermal paper and it is loaded with the printing side facing down.
  - Clean the print head as described in the Maintenance section.
  - Check if the thermal paper roll is old or damaged.

- **Cash Drawer Not Opening:**

  - Verify the cash drawer cable is securely connected to the printer.
  - Confirm that your POS software is configured to send the correct command to open the cash drawer.

For further assistance, refer to the detailed troubleshooting guide on the provided USB flash drive or contact vretti customer support.

7. SPECIFICATIONS

Feature	Specification
Model	M817
Product Dimensions (D x W x H)	7.4" x 5.5" x 5.5" (18.8 cm x 14 cm x 14 cm)
Item Weight	2.2 pounds (1 Kilogram)
Printing Technology	Thermal
Max Print Speed (Monochrome)	260 mm/s
Maximum Black and White Print Resolution	203 DPI
Maximum Media Size	80mm
Print Media	Thermal Paper (plain)
Connectivity Technology	USB, Serial Interface (RS-232), Ethernet (LAN)
Duplex Printing	Simplex (No dual-sided printing)
Compatible Devices	Laptops, PC
Supported Operating Systems	Windows (XP/7/8/10/11), MacOS, Linux (CUPS), JavaPOS, OPOS
Additional Printer Functions	Print Only, Auto Cutter, Cash Drawer Support

8. OFFICIAL PRODUCT VIDEO

Your browser does not support the video tag.

Video 8.1.1: vretti M817 Thermal Receipt Printer Overview. This video demonstrates the vretti M817 Thermal Receipt Printer, showcasing its various connection ports, multi-operating system compatibility, high-speed printing capabilities, and crystal-clear receipt output.

9. WARRANTY AND SUPPORT

For warranty information or technical support, please refer to the documentation included with your purchase or contact vretti customer service through their official website. Ensure you have your product model (M817) and purchase details available when seeking support.

Related Documents - M817

vretti DT108B Installation Guide: Setup for Windows and Mac

Comprehensive installation guide for the vretti DT108B label printer. Learn how to install drivers for Windows and macOS, connect your printer, and perform a test print. Includes troubleshooting tips and support contact information.

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420B USB+WIFI
User Manual

PROFICIENT IN COMMERCIAL BARCODE PRINTERS

Vretti 420B USB+WIFI User Manual

User manual for the Vretti 420B USB+WIFI barcode printer, covering installation, setup, troubleshooting, and usage for various operating systems including Windows, Mac, Linux, iOS, Android, and ChromeOS.

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410B USB (Driver model:4B-2054K)
User Manual

PROFICIENT IN COMMERCIAL BARCODE PRINTERS

Vretti 410B USB User Manual: Installation and Operation Guide

Comprehensive user manual for the Vretti 410B USB barcode printer. Includes detailed instructions for installation, setup, printing, troubleshooting, and maintenance across Windows, macOS, Linux, and ChromeOS.

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Thermal Barcode Printer

User Manual
THERMAL BARCODE PRINTER

PROFICIENT IN COMMERCIAL POS BARCODE PRINTERS

Vretti 420B Thermal Barcode Printer User Manual

User manual for the Vretti 420B Thermal Barcode Printer, covering installation, driver setup for Windows and Mac, browser printing, button functions, LED status, specifications, and troubleshooting.