

USER MANUAL

MY3

MY3-A

CUSTOM[®]

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UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.



THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2006/95/CE and 2004/108/CE inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55022 Class B (*Limits and methods of measurements of radio disturbance characteristics of Information Technology Equipment*)
- EN 55024 (*Information Technology Equipment – Immunity characteristics – Limits and methods of measurement*)
- EN 60950-1 (*Safety of information equipment including electrical business equipment*)

The device is in conformity with the essential requirements laid down in Directives 1999/05/CE about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be request to support@custom.it please providing the correct part number shown on product label or in the invoice.



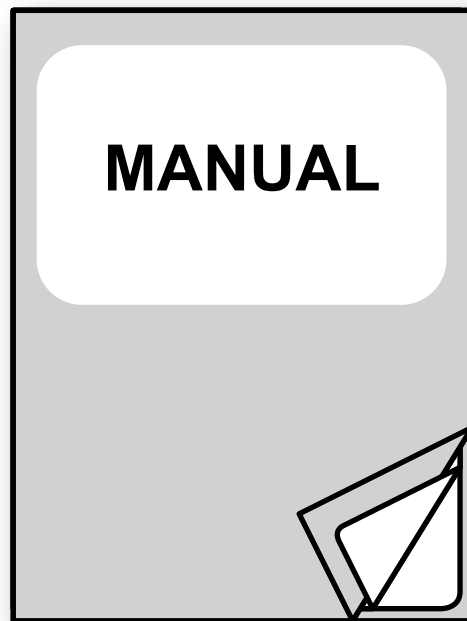
GUIDELINES FOR
THE DISPOSAL OF
THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2002/96/EC, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.



For details on the commands,
refer to the manual with code **77200000030800**

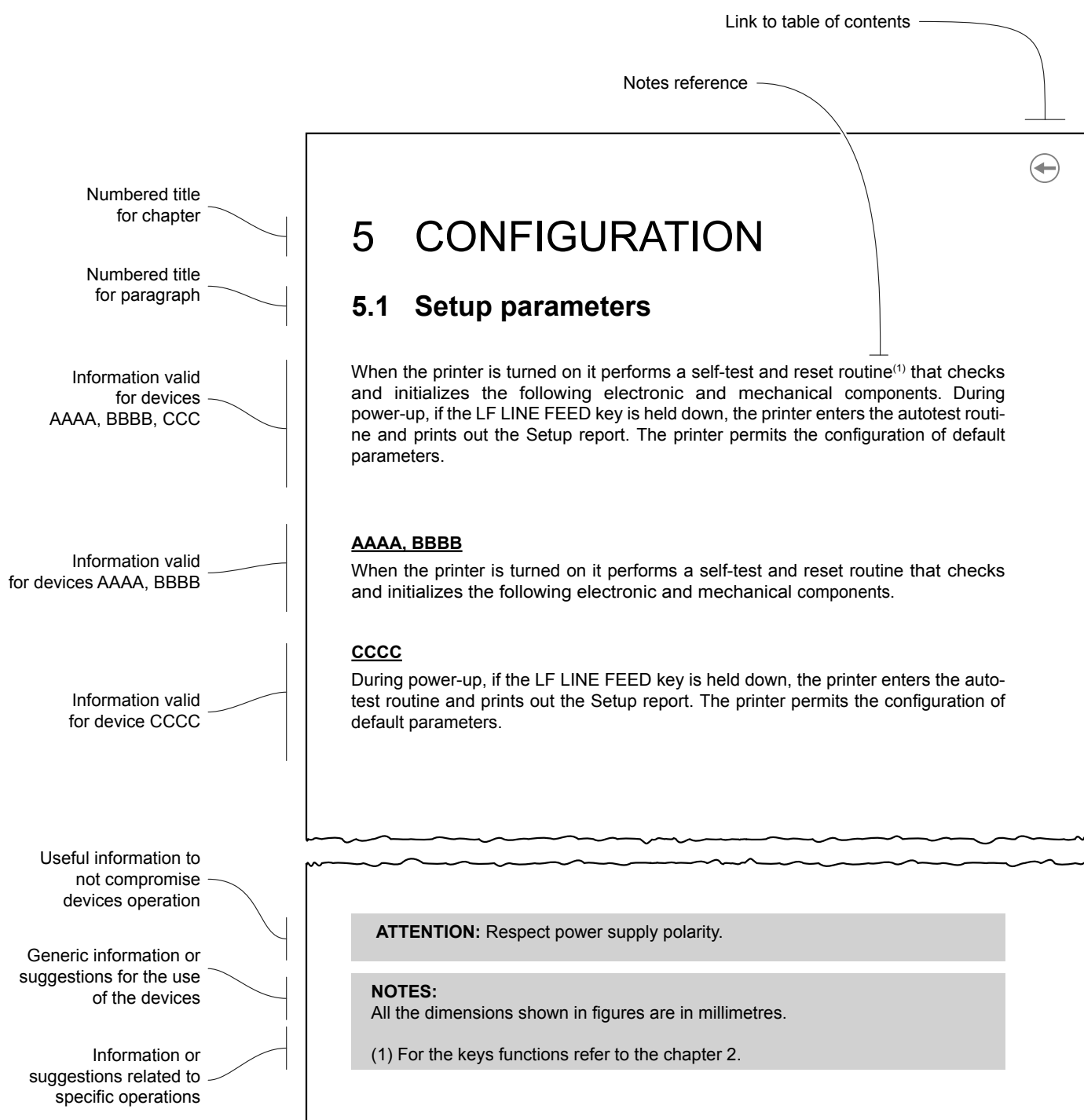
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1 INTRODUCTION

This document is divided into sections and chapters. Each chapter can be reached by the index at the beginning of this document. The index can be reached by the button on each page as shown in the diagram below.





2 DESCRIPTION

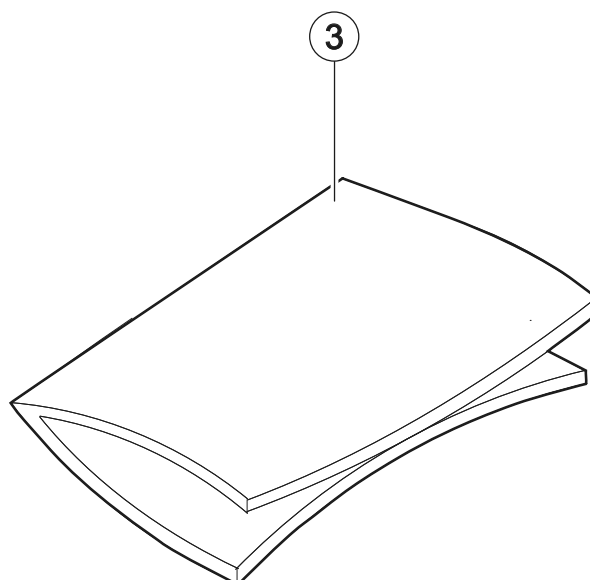
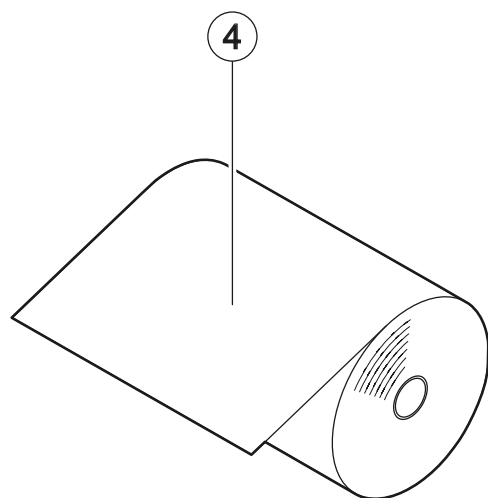
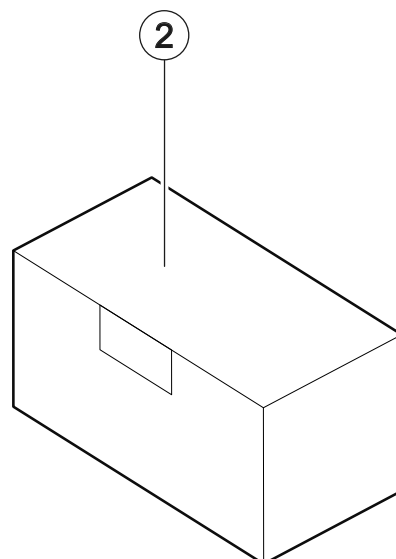
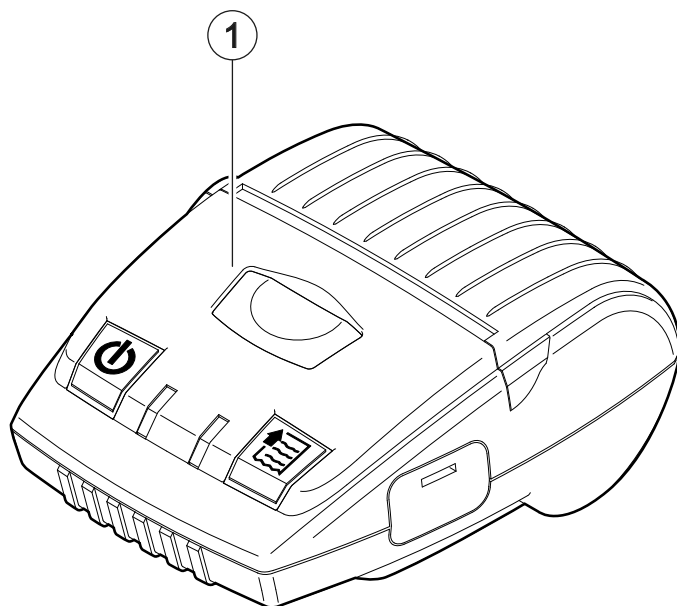
2.1 Box contents

Remove the device from its carton being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.

Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact Customer Service.

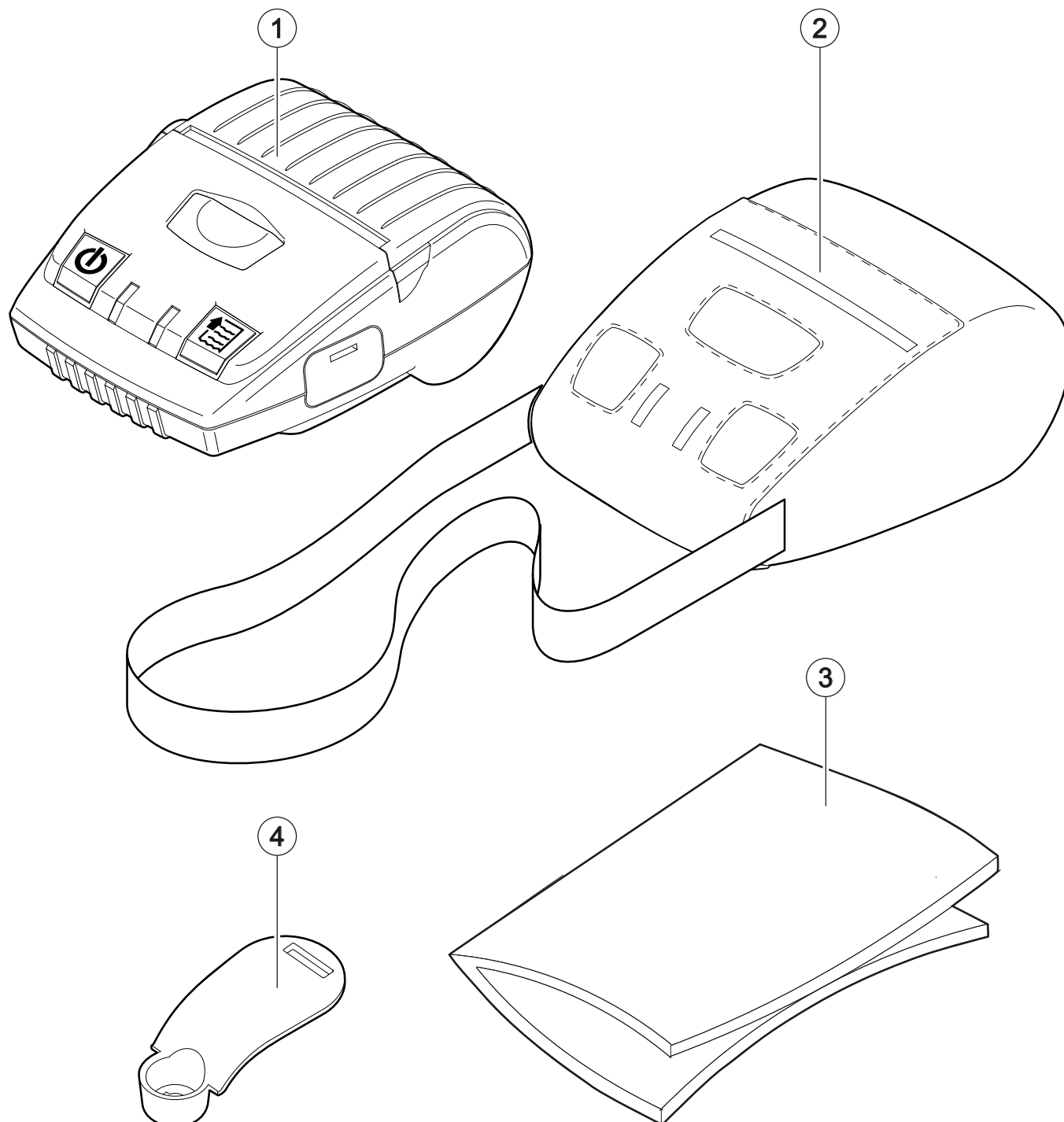
MY3-A model

1. Device
2. CA adapter
3. Document (Short Guide)
4. Paper roll



MY3 model

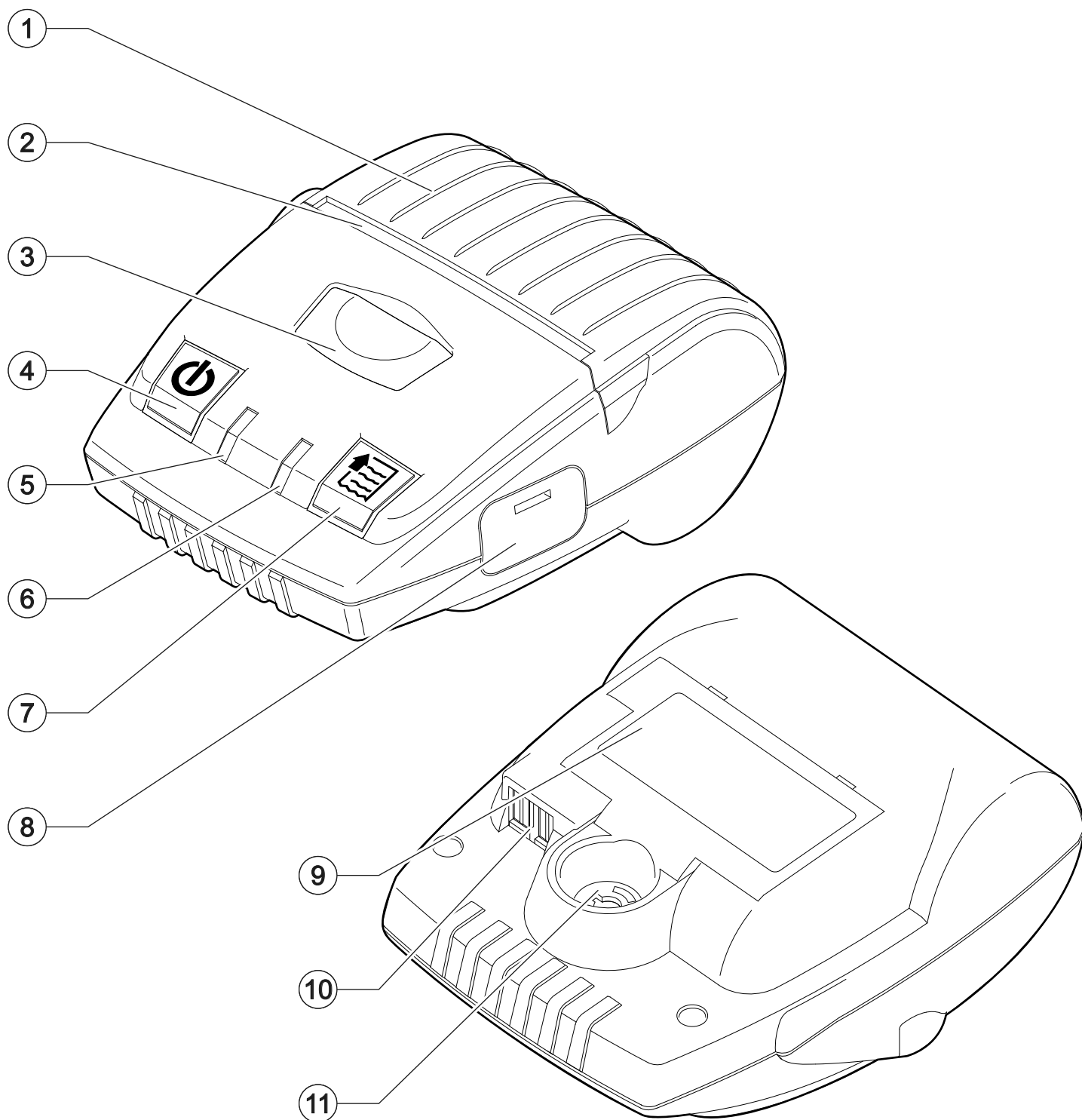
1. Device
2. Shoulder bag
3. Document (Short guide)
4. Belt clip (already assembled)



- Open the device packaging.
- Take out the device.
- Remove the packing frame content and remove the packing frame.
- Keep the box, trays and packing materials in the event the device must be transported/shipped in the future.

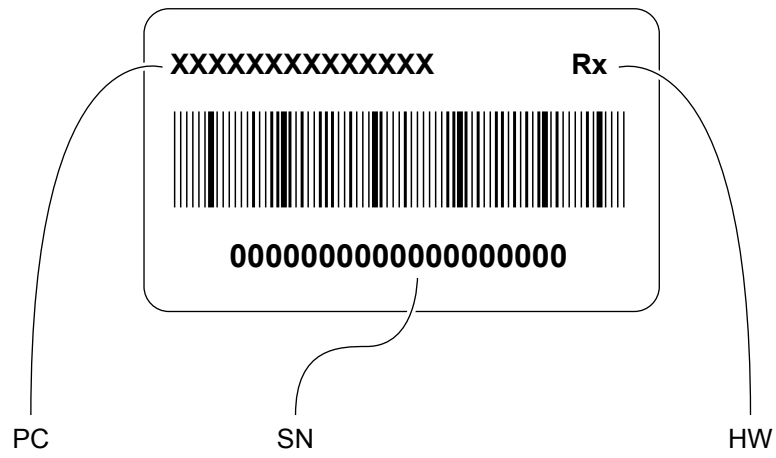
2.2 Device components

- | | |
|----------------------------|----------------------------------|
| 1. Paper compartment cover | 7. FEED key |
| 2. Paper out | 8. Connectors compartment |
| 3. Opening key | 9. Battery compartment |
| 4. ON/OFF key | 10. Contacts for docking station |
| 5. Status LED | 11. Seat for clip belt |
| 6. Recharge LED | |

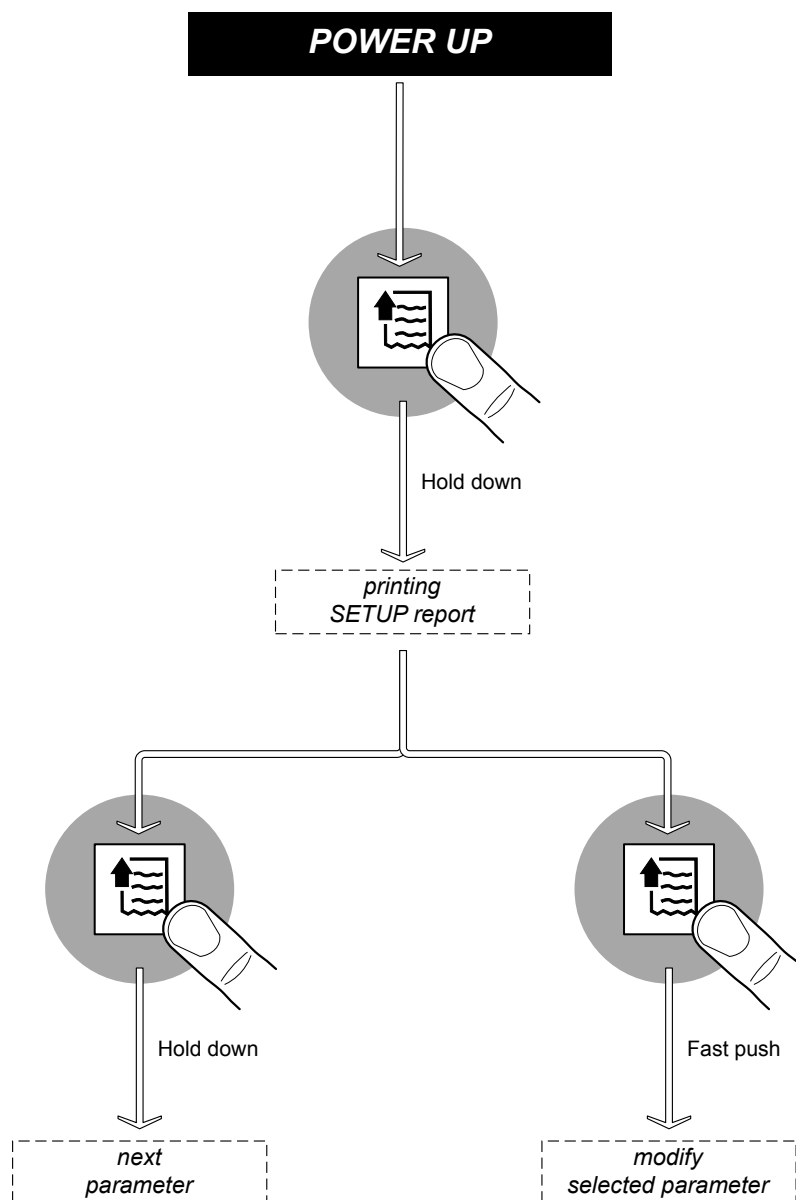


2.3 Product label

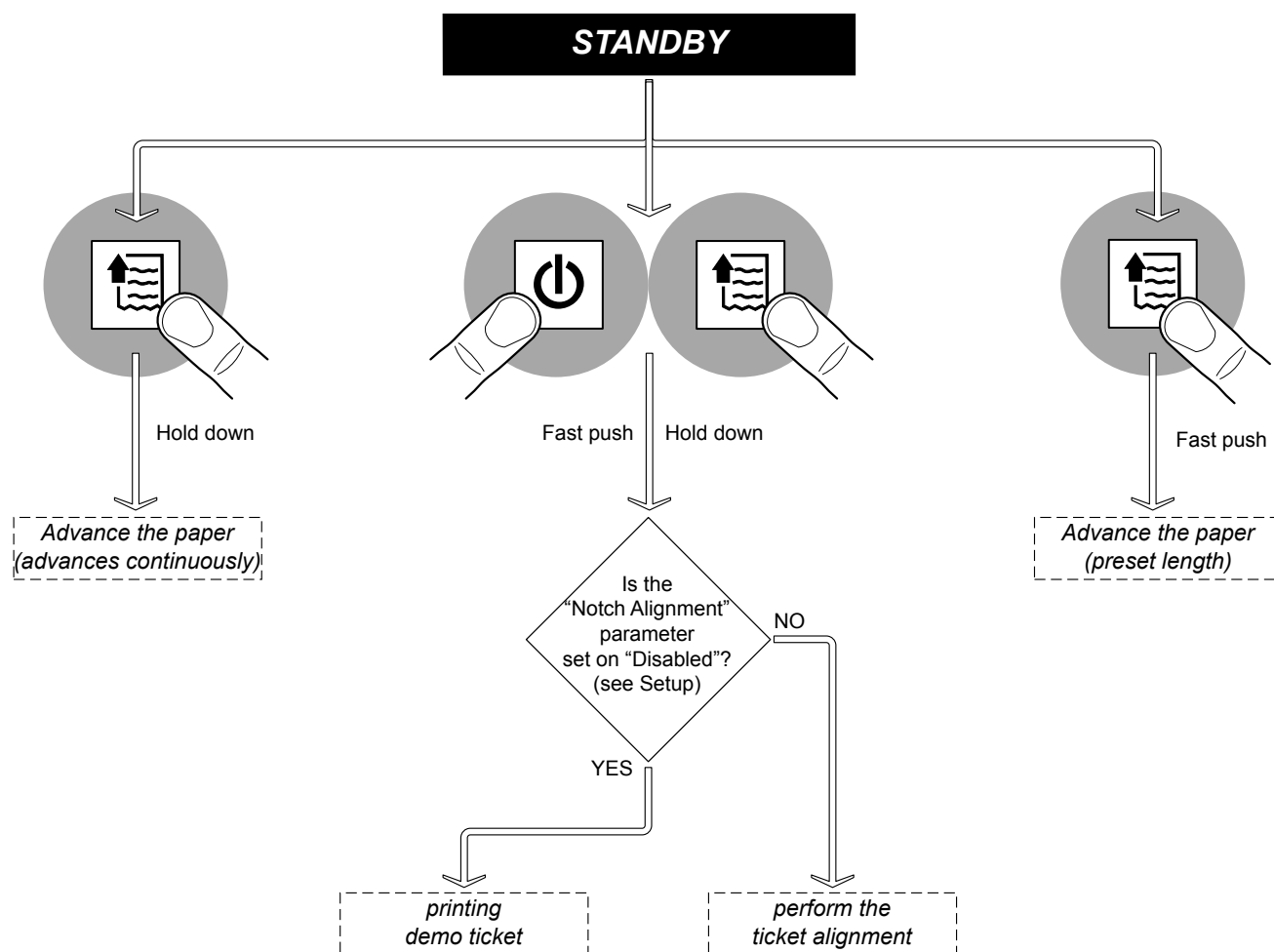
PC = Product code (14 digits)
SN = Serial number
HW = Hardware release



2.4 Key functions: power up



2.5 Key functions: standby

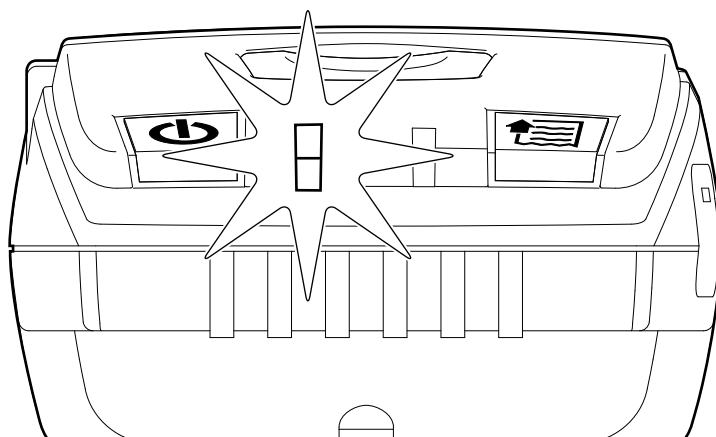


2.6 Status messages

The status LED indicates hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

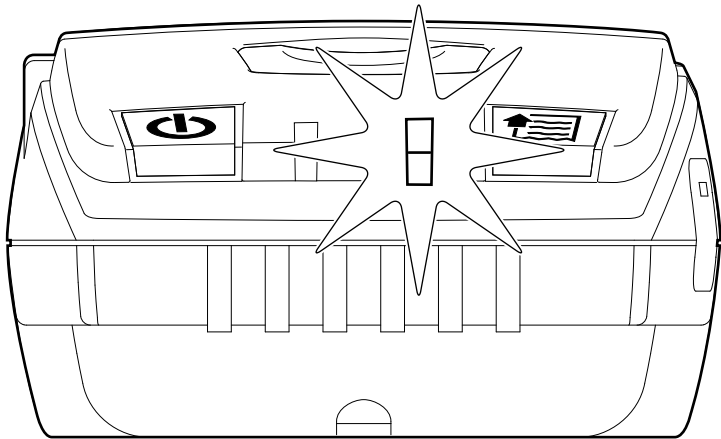
Status LED flashes

STATUS LED		DESCRIPTION	
-		OFF	DEVICE OFF
BLUE NOTIFICATION STATUS		x1	(Bluetooth) DEVICE ON: STANDBY
GREEN NOTIFICATION STATUS		x1	(USB) DEVICE ON: STANDBY (Bluetooth) LOW-POWER MODE
YELLOW NOTIFICATION STATUS		x2	PRINT HEAD OVERHEATED
		x3	PAPER END
		x4	LOW BATTERY LEVEL
GREEN RECOVERABLE ERROR		x2	RECEPTION ERRORS (parity, frame error, overrun error)
		x3	COMMAND NOT RECOGNIZED
		x4	COMMAND RECEPTION TIME OUT



Recharge LED status

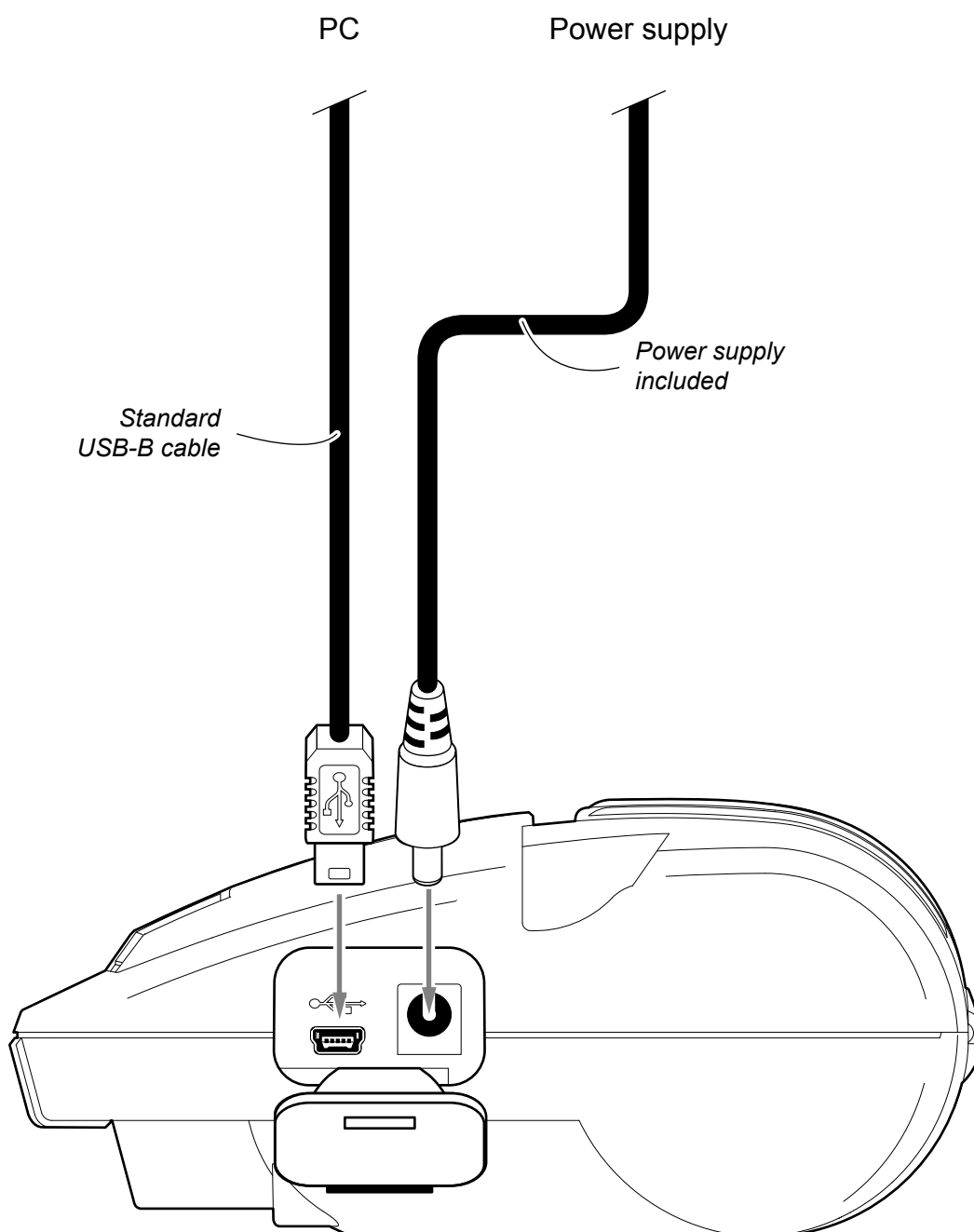
STATUS LED		DESCRIPTION	
-		OFF	BATTERY OK
RED UNRECOVERABLE ERROR		x1	BATTERY FAULT
RED BATTERY IN CHARGE		-	RECHARGE
GREEN BATTERY IN CHARGE		-	RECHARGE COMPLETE



3 INSTALLATION

3.1 Connections

The following figure shows the possible connections for the device.



ATTENTION: In some conditions, we recommend the installation of a ferrite core on the power supply cable.

3.2 Pairing with Bluetooth devices

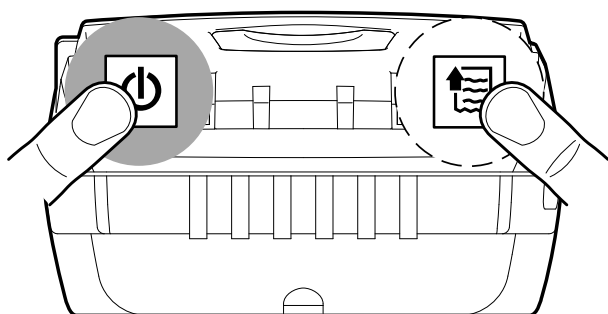
The Bluetooth connectivity of the printer allows the wireless printing from a PC (e.g. using a text editor or third-part software) or from a mobile device Android, iOS (only MY3-A model) and Windows Phone after installing the application CUSTOM PRINT, downloadable from the DOWNLOADS section of <https://www.custom.biz> site.

To perform the wireless printing with a device equipped with Bluetooth connectivity is needed to pair with device.

NOTE: The windows used in this paragraph may be different from the screens that appear on the device used for printing and may vary depending on the version of the operating system.

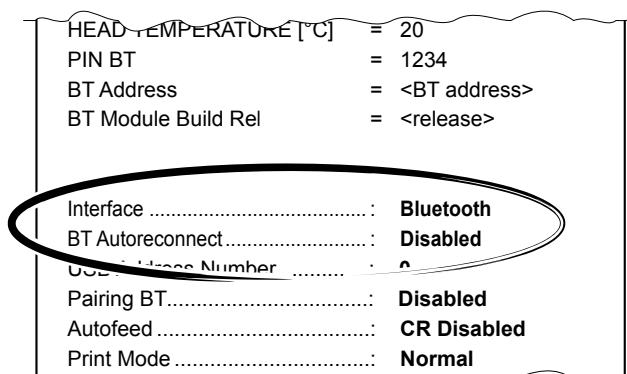
Window

1



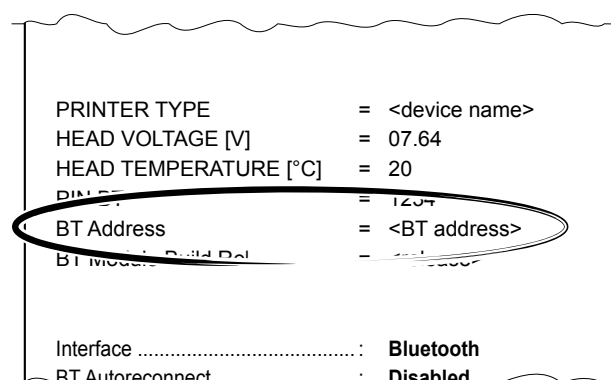
Turn on the printer and print a setup report (see par. 5.1).

2



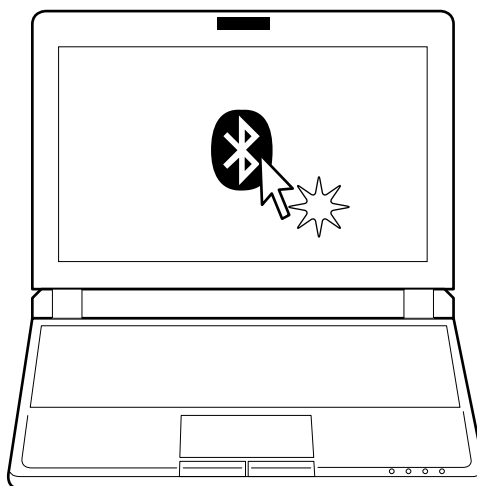
Make sure that the INTERFACE parameter on the printer is set to BLUETOOTH and, for MY3-A model, that the BT AUTORECONNECT parameter is set to DISABLED (see chapter. 5).

3



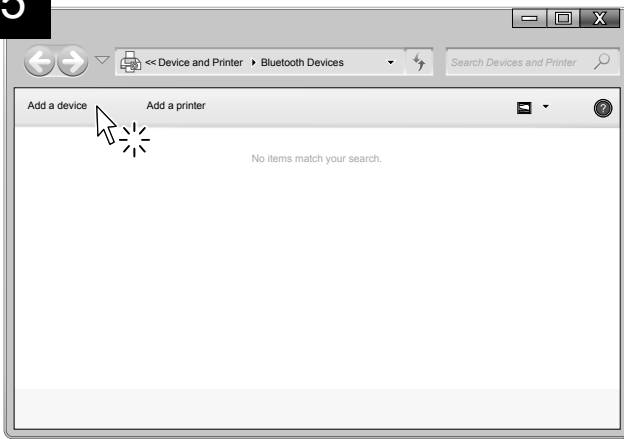
Write down the BT ADDRESS parameter.

4



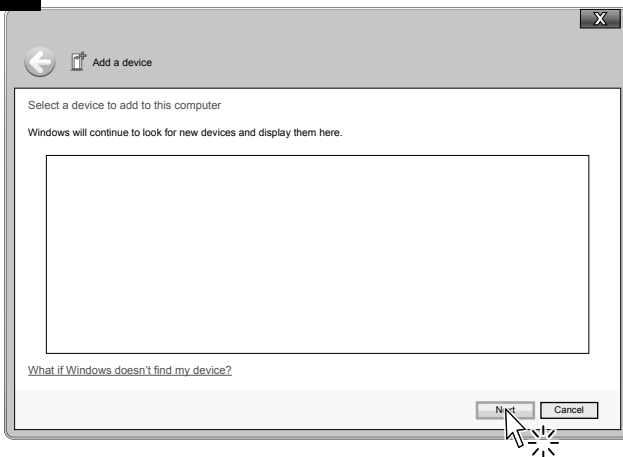
On the PC status bar click the Bluetooth icon.

5



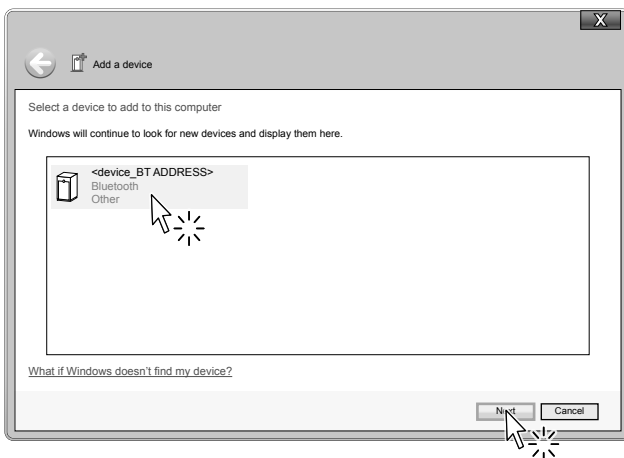
In the window that opens,
click ADD DEVICE.

6



Click the NEXT key.

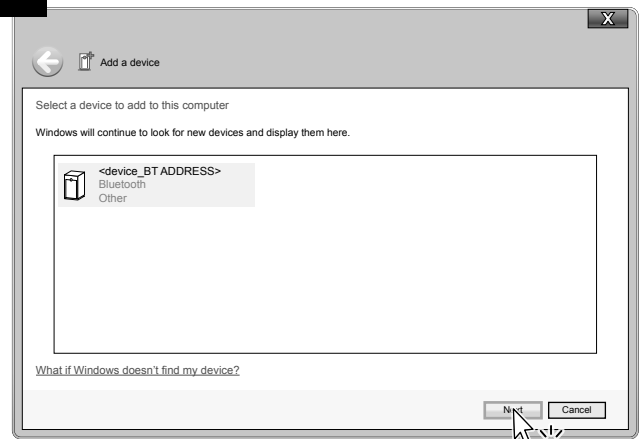
7



Locate your Bluetooth printer in the list of proposed
devices (<device_BT ADDRESS>)
and select it with a click.

8

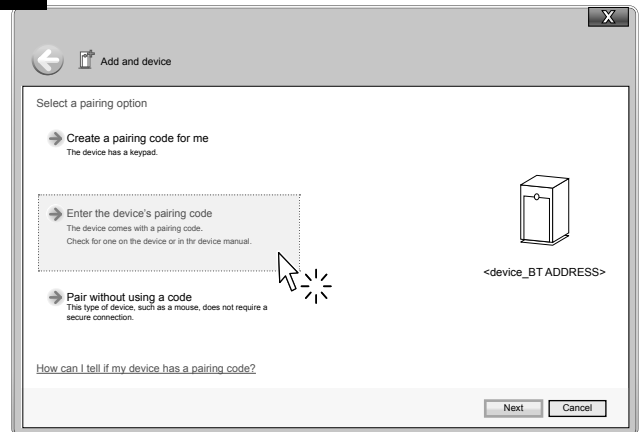
"Pairing BT" = Disabled



If the parameter PAIRING BT of the printer is set to
DISABLED (see par. 5.4), click the NEXT key to confirm
the pairing and skip to step 11.

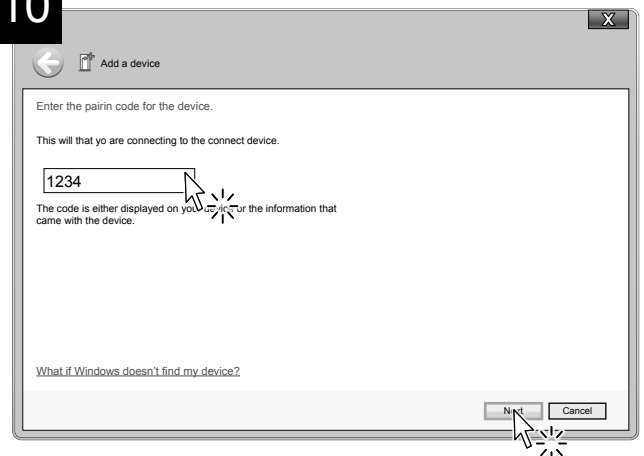
9

"Pairing BT" = Enabled



If parameter PAIRING BT of the printer is set to
ENABLED (see par. 5.4), click
ENTER THE DEVICE'S PARING CODE.

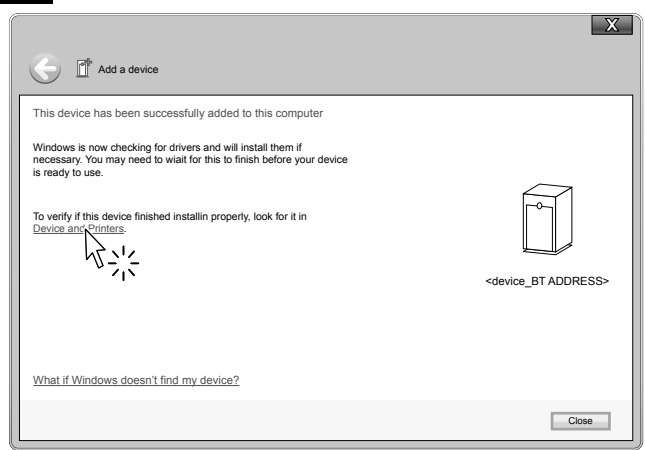
10



Enter the PIN (1234) and
click the NEXT key.

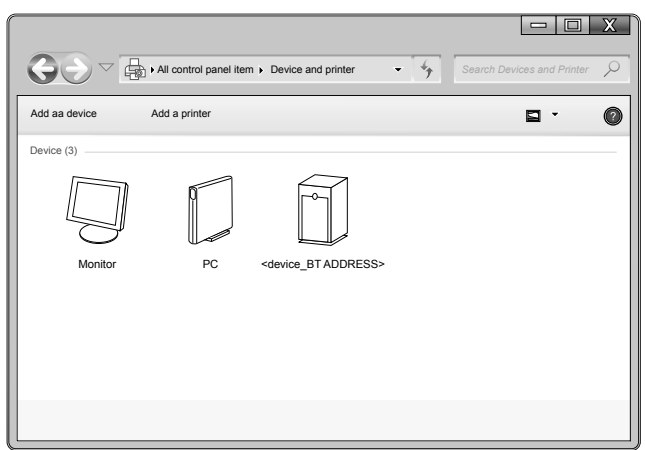


11



In the confirmation message that appears, click **DEVICE AND PRINTERS**.

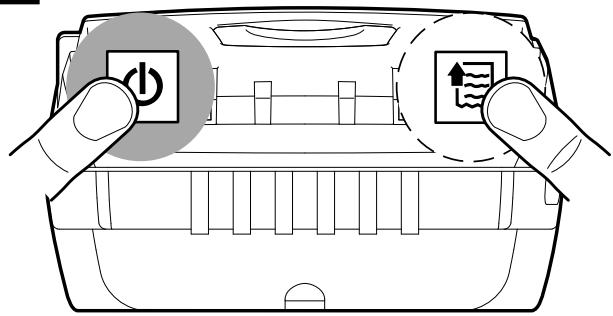
12



Check that your device appears in the list of paired devices.

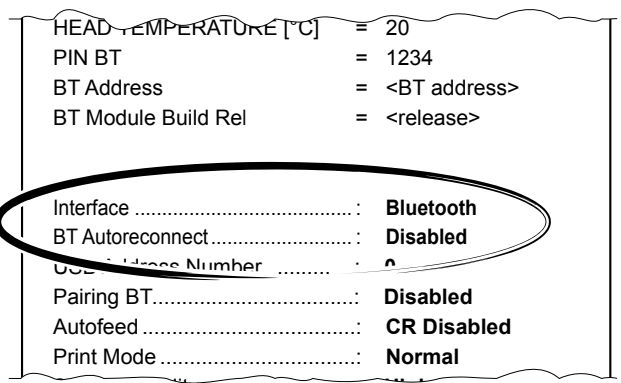
Mac OS

1



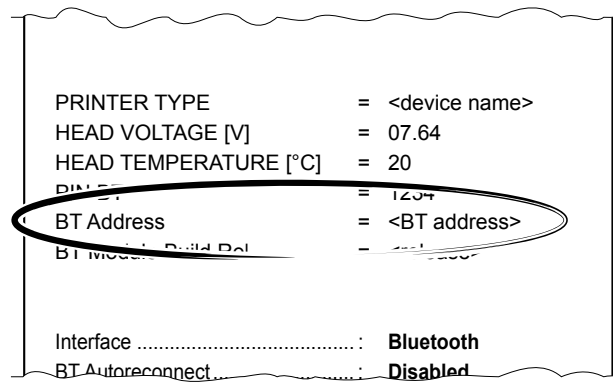
Turn on the printer and print a setup report (see par. 5.1).

2



Make sure that the **INTERFACE** parameter on the printer is set to **BLUETOOTH** and, for MY3-A model, that the **BT AUTORECONNECT** parameter is set to **DISABLED** (see chapter. 5).

3



Write down the **BT ADDRESS** parameter.

NOTE: Once that has occurred the association (pairing) between the host and printer, this remains active even in the event of switching off, interruption of communication, etc.

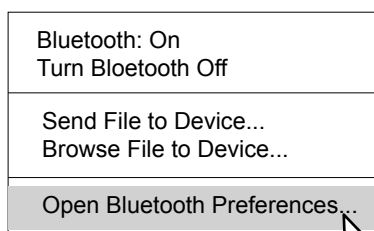


4



On the PC status bar click the Bluetooth icon.

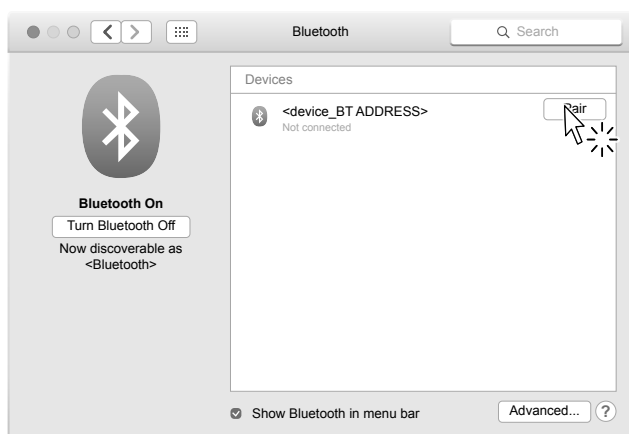
5



In the dropdown menu click OPEN BLUETOOTH PREFERENCES.

6

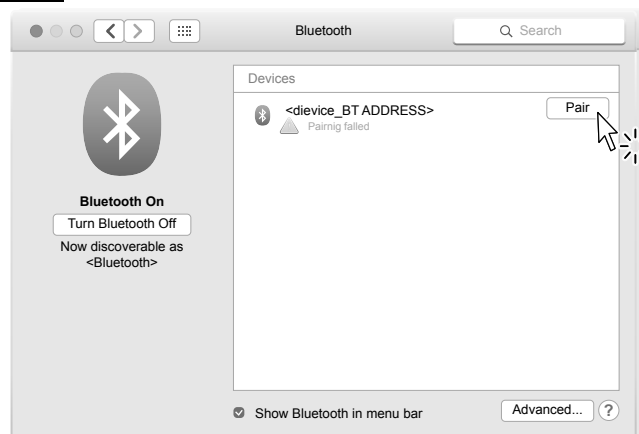
“Pairing BT” = Disabled



If parameter PAIRING BT of the printer is set to DISABLED (see par. 5.4), locate your printer (<device_BT ADDRESS>) and select it with a click. Click the NEXT key to confirm the pairing and skip to step 10.

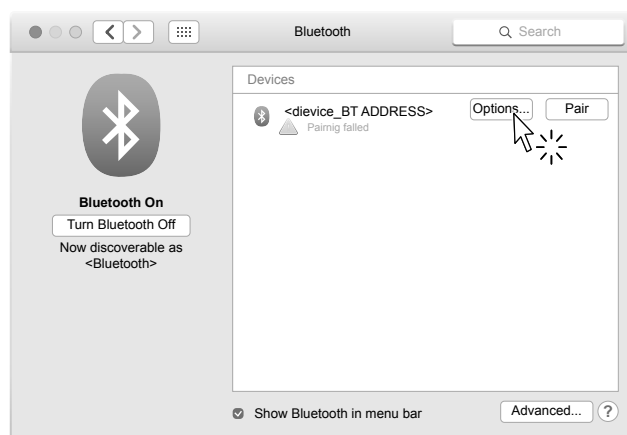
7

“Pairing BT” = Enabled



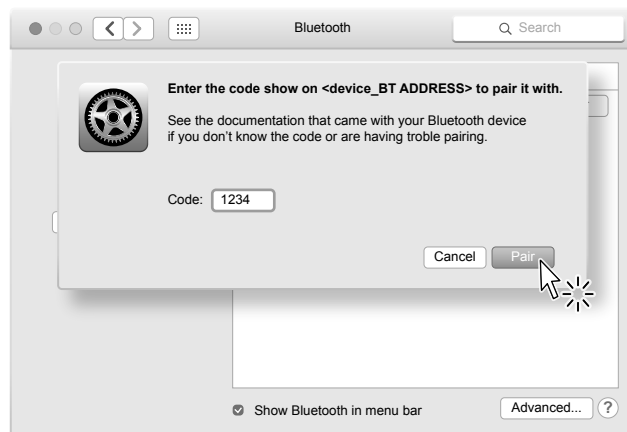
If parameter PAIRING BT of the printer is set to ENABLED (see par. 5.4), click the PAIR key. An error message appears on the screen. Click the PAIR key again.

8



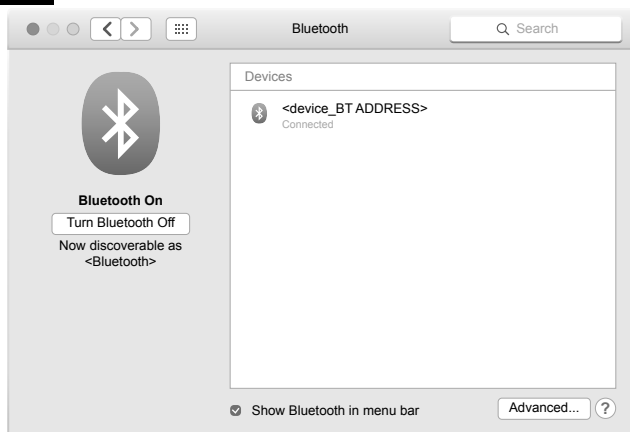
Click OPTIONS key.

9



Enter the PIN (1234) and click PAIR key to confirm.

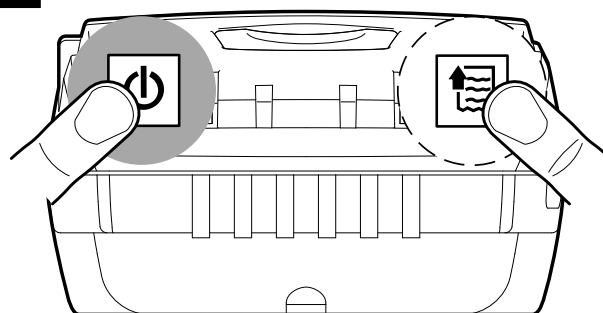
10



Check that your device appears in the list of paired devices.

Linux

1



Turn on the printer and print a setup report (see par. 5.1).

2

```
HEAD TEMPERATURE [°C] = 20
PIN BT                  = 1234
BT Address              = <BT address>
BT Module Build Rel     = <release>
```

```
Interface .....: Bluetooth
BT Autoreconnect.....: Disabled
USB Address Number .....: 0
Pairing BT.....: Disabled
Autofeed.....: CR Disabled
Print Mode.....: Normal
```

Make sure that the INTERFACE parameter on the printer is set to BLUETOOTH and, for MY3-A model, that the BT AUTORECONNECT parameter is set to DISABLED (see chapter. 5).

3

```
PRINTER TYPE          = <device name>
HEAD VOLTAGE [V]      = 07.64
HEAD TEMPERATURE [°C] = 20
PIN BT                = 1234
BT Address            = <BT address>
BT Module Build Rel   = <release>
```

```
Interface .....: Bluetooth
BT Autoreconnect.....: Disabled
```

Write down the BT ADDRESS parameter.

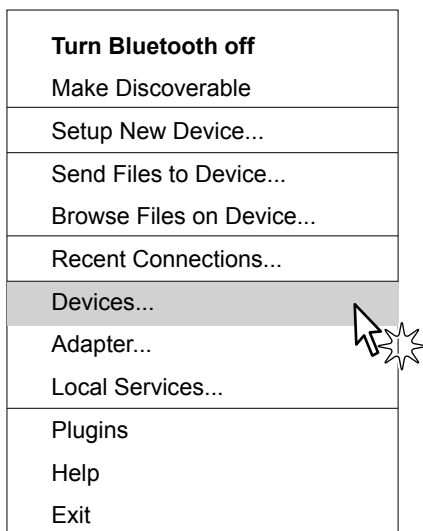
NOTE: Once that has occurred the association (pairing) between the host and printer, this remains active even in the event of switching off, interruption of communication, etc.

4



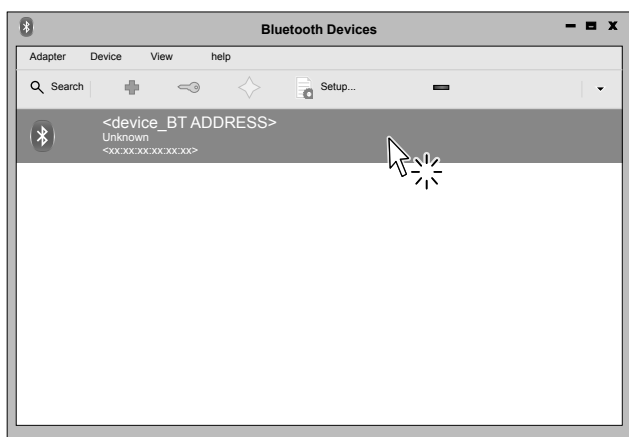
On the PC status bar click the Bluetooth icon.

5



In the dropdown menu click DEVICES.

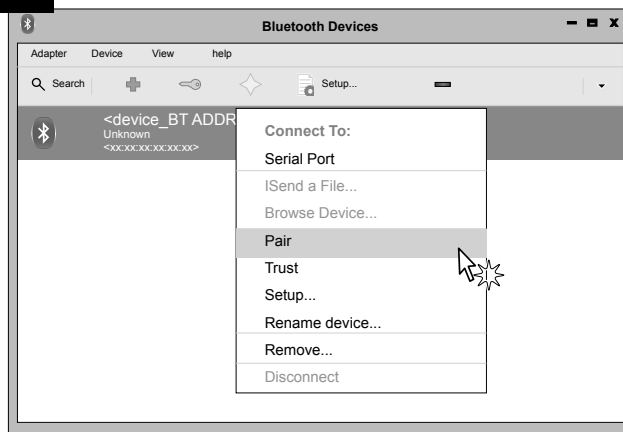
6



Locate your printer (<device_BT ADDRESS>) and select it with a click.

7

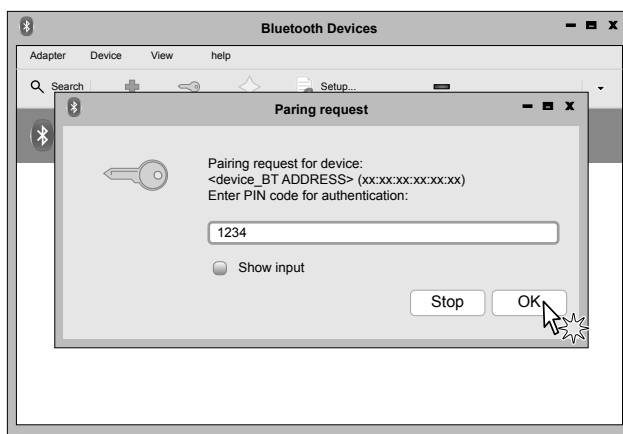
“Pairing BT” = Disabled



In the dropdown menu, click the PAIR key.
If parameter PAIRING BT of the printer is set to DISABLED (see par. 5.4) skip to step 9.

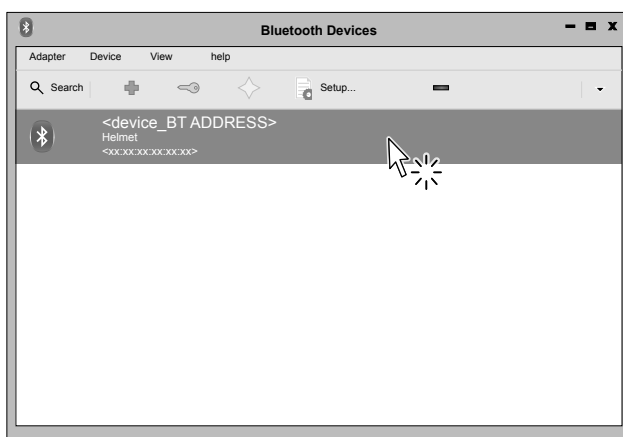
8

“Pairing BT” = Enabled



If parameter PAIRING BT on the printer is set to ENABLED (see par. 5.4), enter the PIN (1234) and click OK to confirm.

9

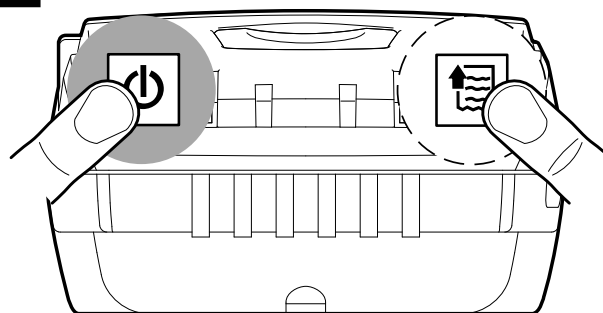


Check that your device appears in the list of paired devices.

NOTE: Once that has occurred the association (pairing) between the host and printer, this remains active even in the event of switching off, interruption of communication, etc.

Android

1



Turn on the printer and print a setup report (see par. 5.1).

2

HEAD TEMPERATURE [°C]	= 20
PIN BT	= 1234
BT Address	= <BT address>
BT Module Build Rel	= <release>
Interface	Bluetooth
BT Autoreconnect	Disabled
USB Address Number	0
Pairing BT	Disabled
Autofeed	CR Disabled
Print Mode	Normal

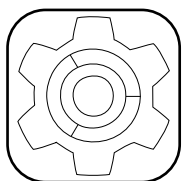
Make sure that the INTERFACE parameter on the printer is set to BLUETOOTH and, for MY3-A model, that the BT AUTORECONNECT parameter is set to DISABLED (see chapter. 5).

3

PRINTER TYPE	= <device name>
HEAD VOLTAGE [V]	= 07.64
HEAD TEMPERATURE [°C]	= 20
PIN BT	= 1234
BT Address	= <BT address>
BT Module Build Rel	= <release>
Interface	Bluetooth
BT Autoreconnect	Disabled

Write down the BT ADDRESS parameter.

4



Press the SETTINGS icon on your Android device.

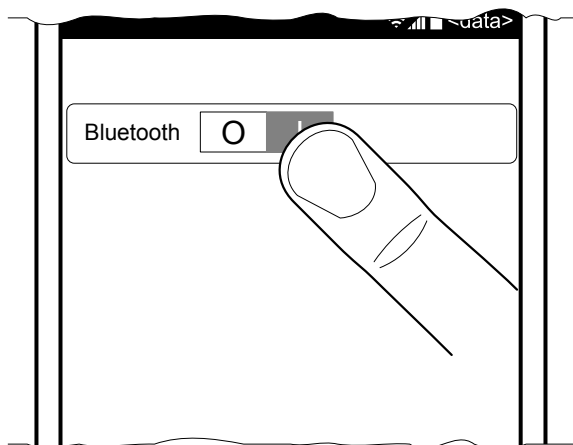
5



Bluetooth

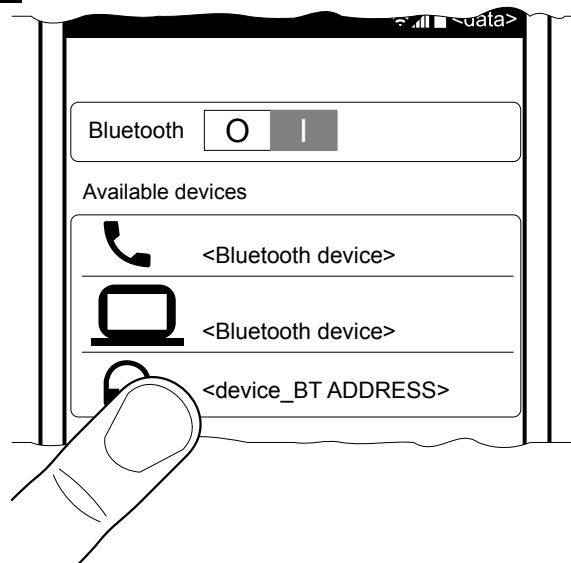
Press the Bluetooth icon.

6



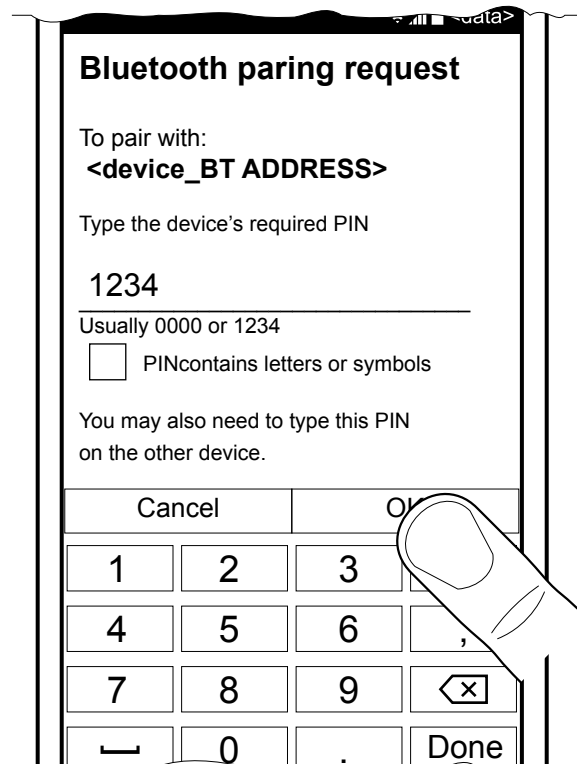
Move the switch to ON to enable the Bluetooth communication and start searching for available devices.

7



Locate your printer (<device_BT ADDRESS>) and select it with a click.

8

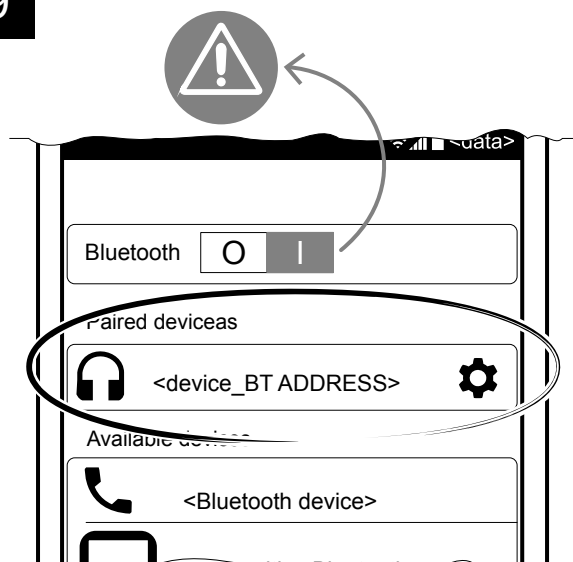


If parameter PAIRING BT on the printer is set to ENABLED (see par. 5.4) enter the PIN (1234) and press the OK key to confirm.
If the parameter PAIRING BT on the printer is set to DISABLED (see par. 5.4) pairing is automatically performed.



iOS

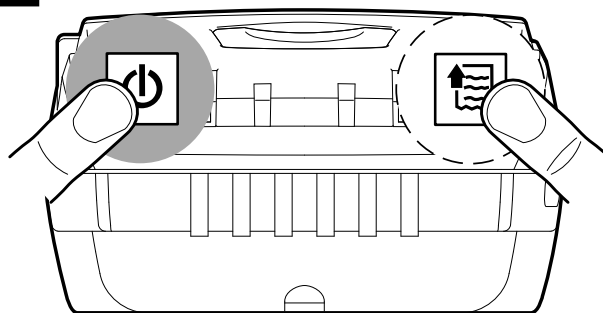
9



Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.

NOTE: To print with a device Android you need to install the application CUSTOM PRINT available in the DOWNLOAD of the site <https://www.custom.biz>.

1



2

Turn on the printer and print a setup report (see par. 5.1).

HEAD TEMPERATURE [°C]	=	20
PIN BT	=	1234
BT Address	=	<BT address>
BT Module Build Rel	=	<release>
Interface	:	Bluetooth
BT Autoreconnect	:	Disabled
USB Address Number	:	0
Pairing BT	:	Disabled
Autofeed	:	CR Disabled
Print Mode	:	Normal

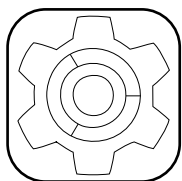
Make sure that the INTERFACE parameter on the printer is set to BLUETOOTH and, for MY3-A model, that the BT AUTORECONNECT parameter is set to DISABLED (see chapter. 5).

3

PRINTER TYPE	=	<device name>
HEAD VOLTAGE [V]	=	07.64
HEAD TEMPERATURE [°C]	=	20
PIN BT	=	1234
BT Address	=	<BT address>
BT Module Build Rel	=	<release>
Interface	:	Bluetooth
BT Autoreconnect	:	Disabled

Write down the BT ADDRESS parameter.

4



Press the **SETTINGS** icon,
on your iOS device.

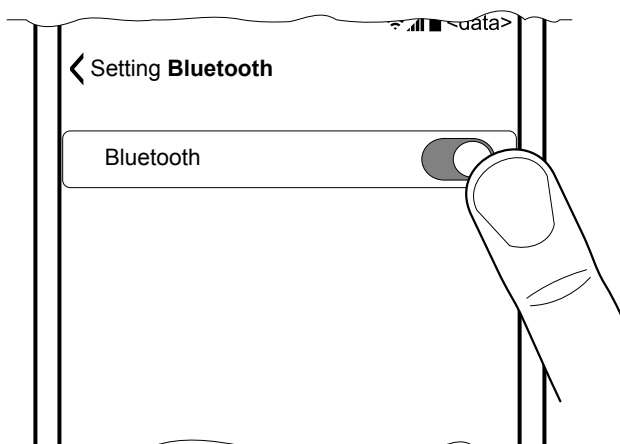
5



Bluetooth

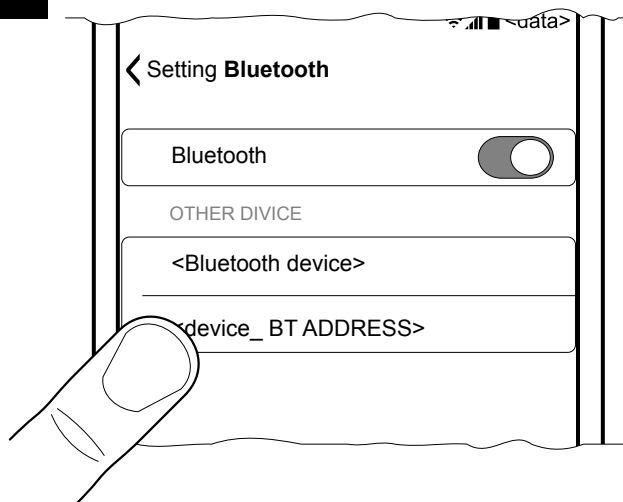
Press the Bluetooth icon.

6



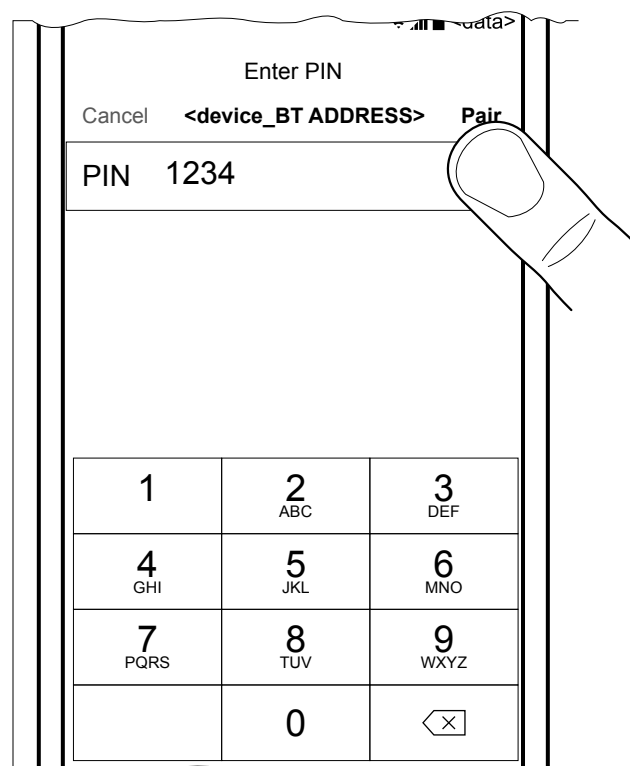
Move the switch to **ON** to enable the Bluetooth
communication and start searching
for available devices .

7



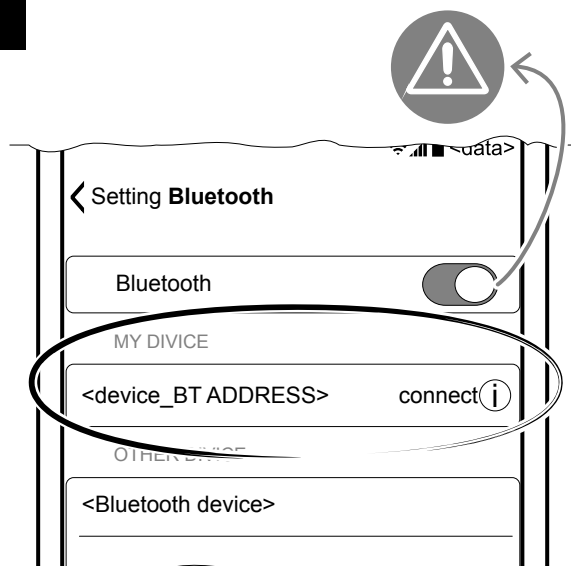
Locate your printer (**<device_BT ADDRESS>**)
and select it with a click.

8



If parameter **PAIRING BT** on the printer is set to
ENABLED (see par. 5.4) enter the PIN (1234) and
press the **PAIR** key to confirm.
If the parameter **PAIRING BT** on the printer is set to
DISABLED (see par. 5.4) pairing is
automatically performed.

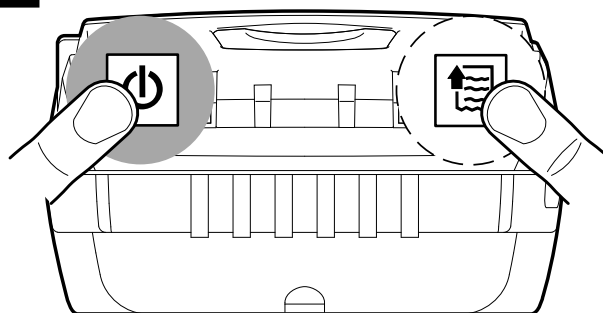
9



Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.

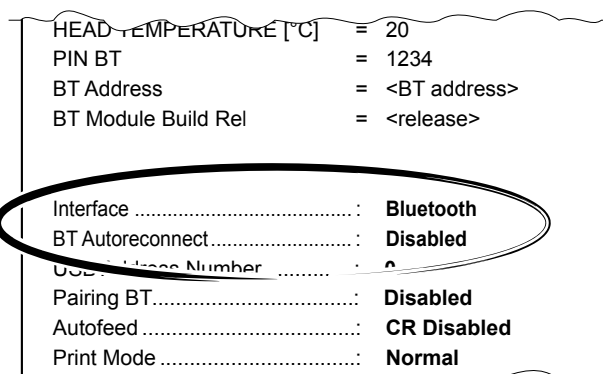
Windows Phone

1



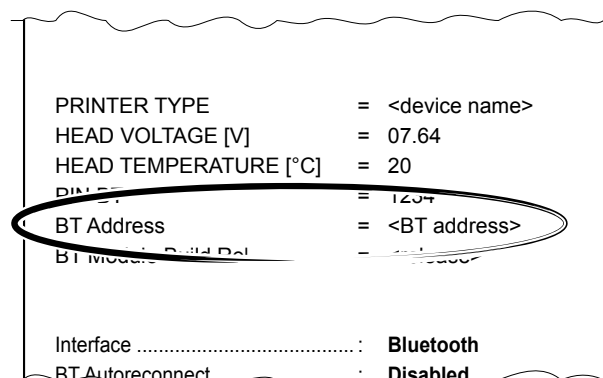
Turn on the printer and print a setup report (see par. 5.1).

2



Make sure that the INTERFACE parameter on the printer is set to BLUETOOTH and, for MY3-A model, that the BT AUTORECONNECT parameter is set to DISABLED (see chapter. 5).

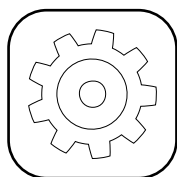
3



Write down the BT ADDRESS parameter.

NOTE: To print with a device iOS you need to install the application CUSTOM PRINT available in the DOWNLOAD of the site <https://www.custom.biz>.

4



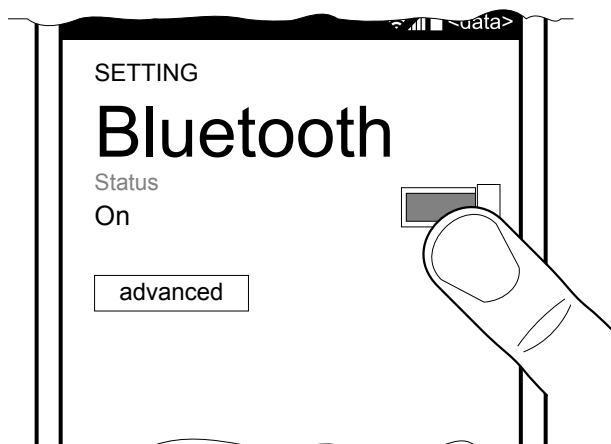
Press the SETTINGS icon on the Windows device.

5

Bluetooth

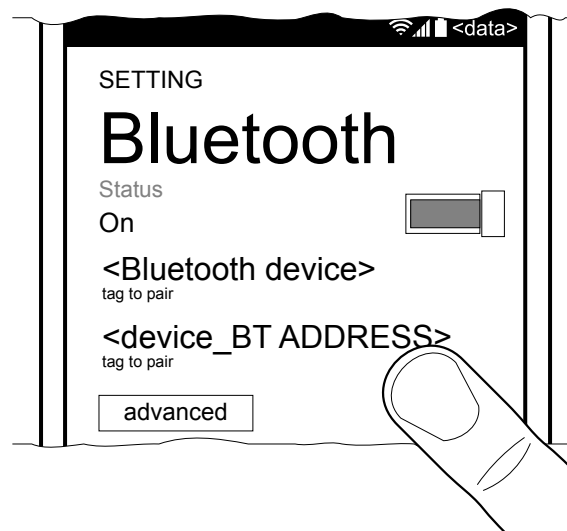
Press the Bluetooth icon.

6



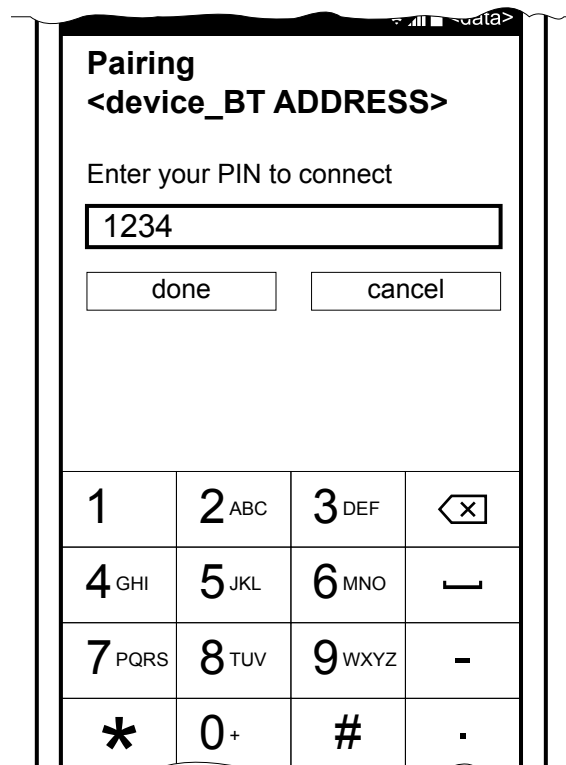
Move the switch to ON to enable the Bluetooth communication and start searching for available devices.

7



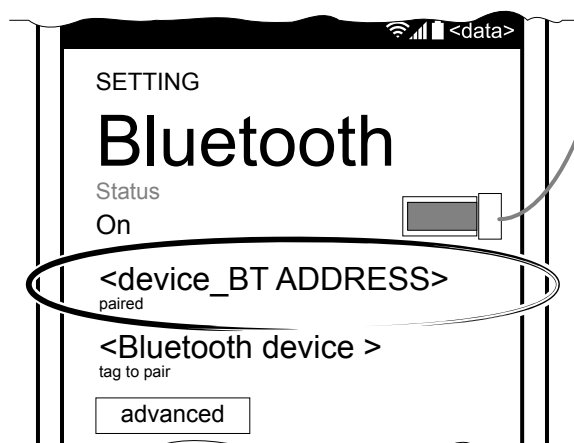
Locate your printer (<device_BT ADDRESS>) and select it with a click.

8



If parameter PAIRING BT on the printer is set to ENABLED (see par. 5.4) enter the PIN (1234) and press the DONE key to confirm.
If the parameter PAIRING BT on the printer is set to DISABLED (see par. 5.4) pairing is automatically performed.

9



Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.

NOTE: To print with a device Windows Phone you need to install the application CUSTOM PRINT available in the DOWNLOAD of the site <https://www.custom.biz>.

3.3 Pinout



J6	1	+24 Vdc
	2	GND
	3	GND

ATTENTION: Respect power supply polarity.



J1	1	USB-VBUS (out)
	2	USB-D-
	3	USB-D+
	4	n.c.
	5	GND



3.4 Driver and SDK

The drivers are available for the following operating system:

OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows XP	From the START menu, press Run and type-in the path where the SW was saved on your PC, then click OK. Follow the instructions that appear on the screen to install the driver.
	Driver for Windows VISTA (32/64bit)	
	Driver for Windows 7 (32/64bit)	
	Driver for Windows 8 (32/64bit)	
	Driver for Windows 8.1 (32/64bit)	
	Driver for Windows 10 (32/64bit)	
Linux	32/64bit	Follow the instruction get back on the README.TXT file. You can find it in the software package downloaded in advance.
Android	Library for CustomAndroidAPI	Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the library.
iOS	Library for CustomiOSApi	Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the library.
Window phone		Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the library.

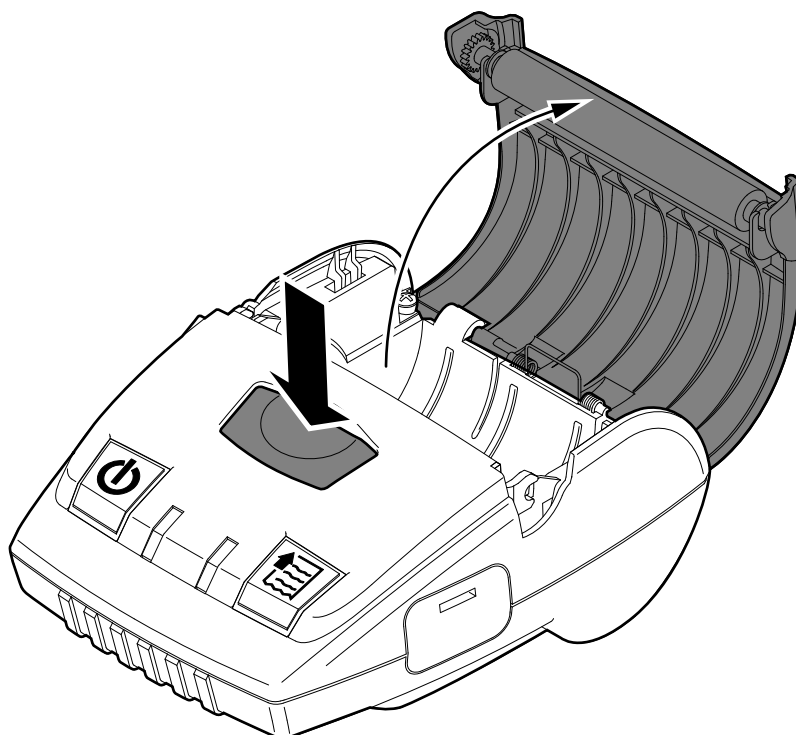
NOTE:

All drivers can be found in the DOWNLOAD section of the web site <https://www.custom.biz>.

4 OPERATION

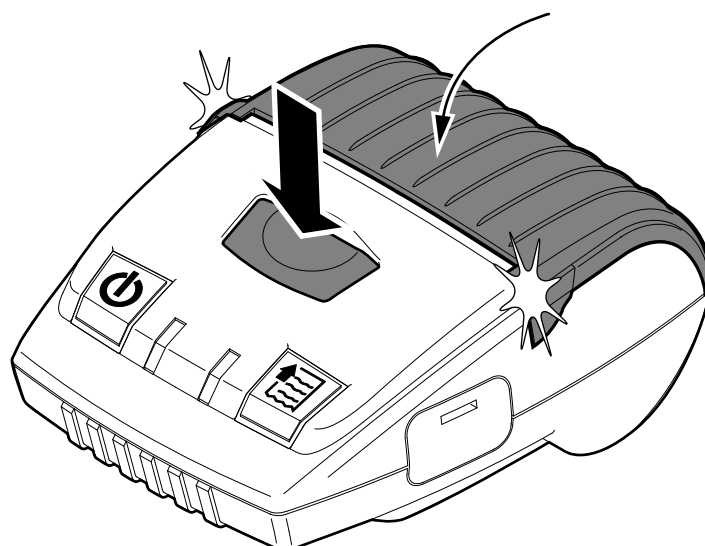
4.1 Opening cover

1



Press opening key
to lift the cover.

2



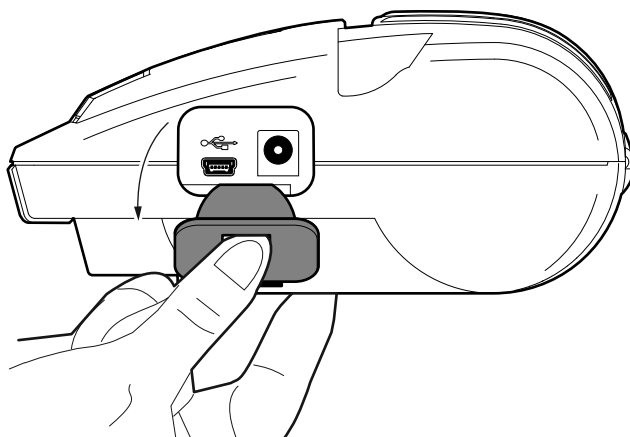
Press opening key
and close the cover of the device.

ATTENTION:

Closing the cover without pressing the opening key can damage the cover.

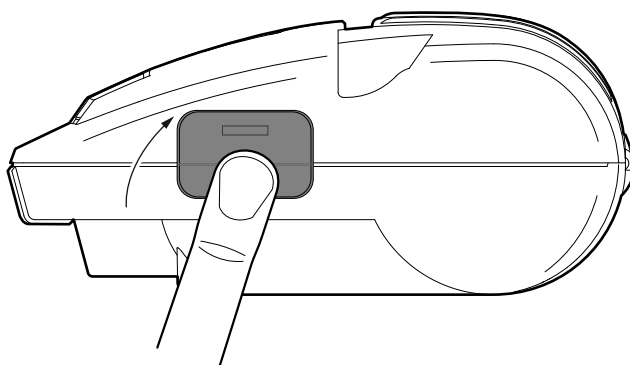
4.2 Opening connectors compartment

1



Access the connectors compartment by removing the rubber plug.

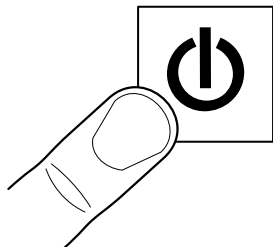
2



If the connectors are not used, protect the compartment by inserting the rubber plug with light pressure.

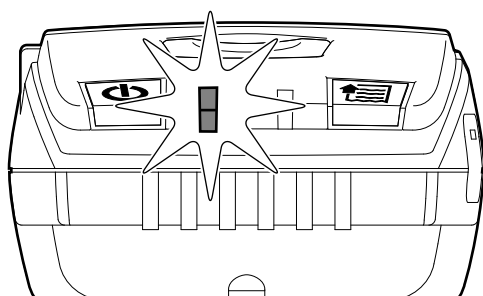
4.3 Switch the device ON/OFF

1



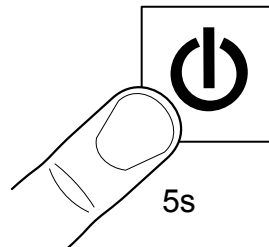
Turn on the device by holding down the ON/OFF key.

2



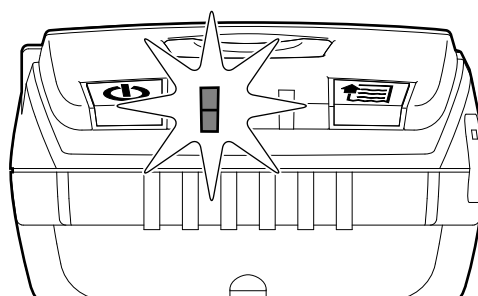
The status LED turn on and the device is ready.

3



Turn off the device by holding down the ON/OFF key.

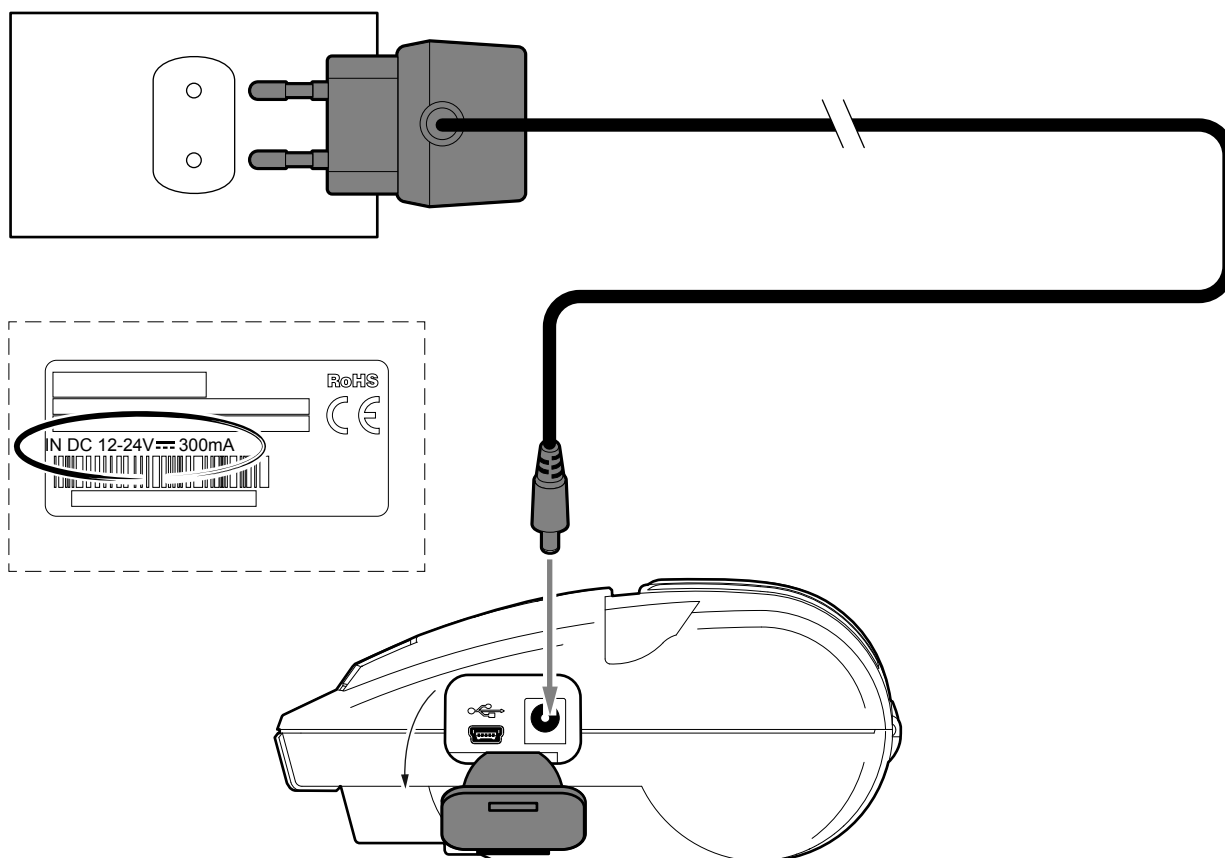
4



The status LED (red) indicates that the device is powering down.

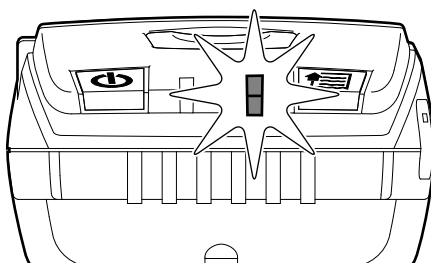
4.4 Recharge with power supply

1



Open the connectors compartment (see paragraph 4.2).
Connect the power adapter (supplied) to the device and to the mains outlet.
Use the type of electrical power supply indicated on the label.

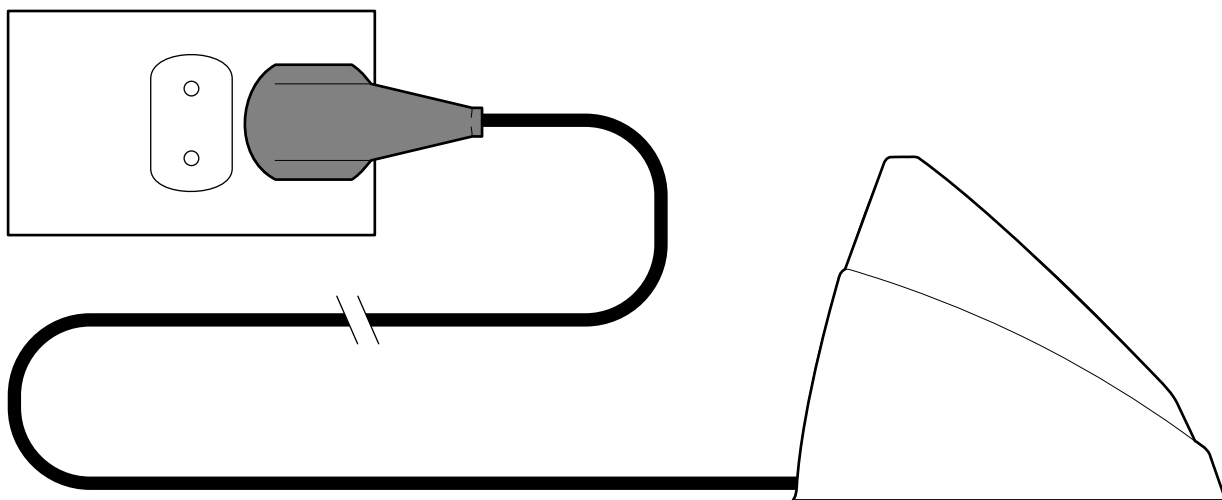
2



The indicator lights (red) switch ON,
the device is charging.

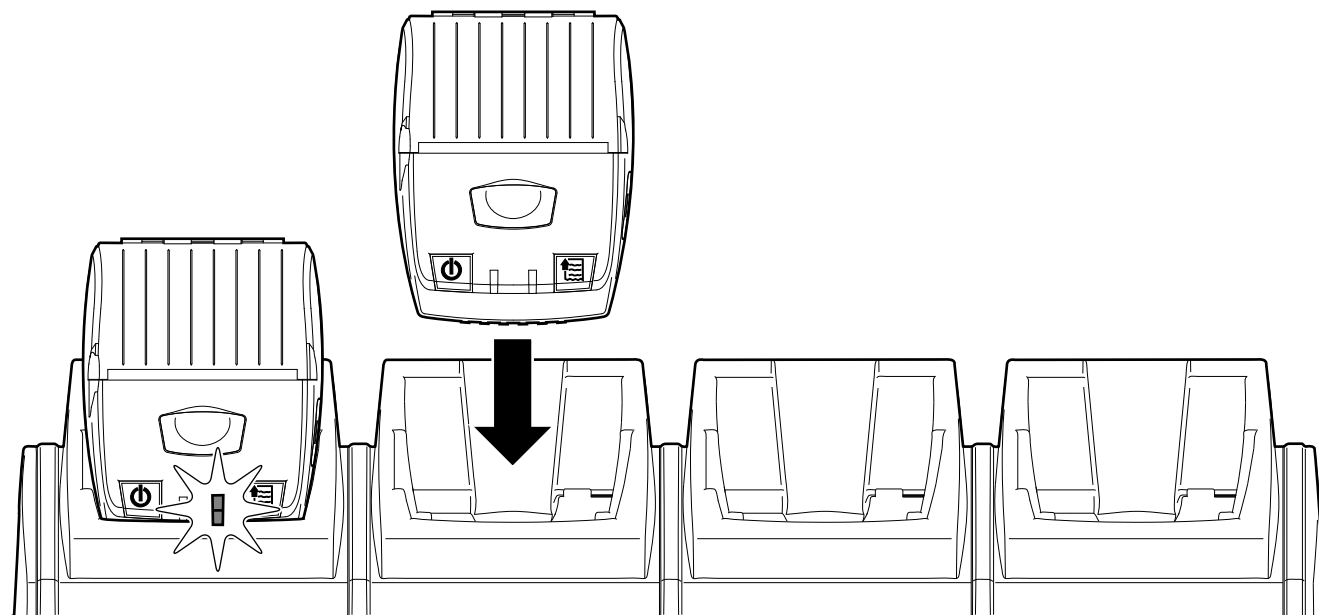
4.5 Recharge with docking station (optional)

1



Connect the docking station the mains outlet.
Use the type of electrical power supply indicated on the label.

2



Inserting the device in the docking station.
The indicator lights (red) switch ON, the device is charging.

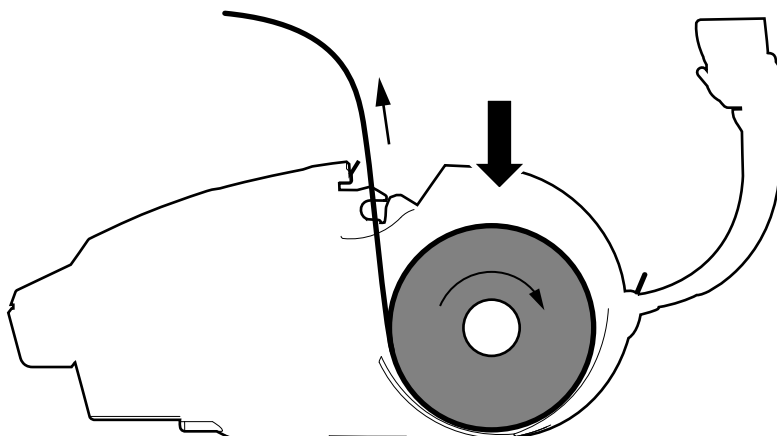
NOTE:

If you are using the shoulder strap, remove it before inserting the printer in the docking station

4.6 Loading the paper roll

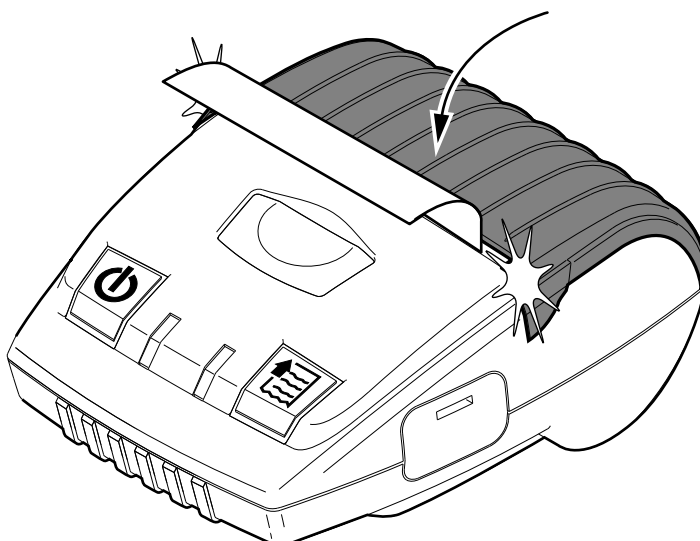
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



Open the cover of the device (see paragraph 4.1).
Place the roll in the paper compartment and pull out the paper for a few centimetres.

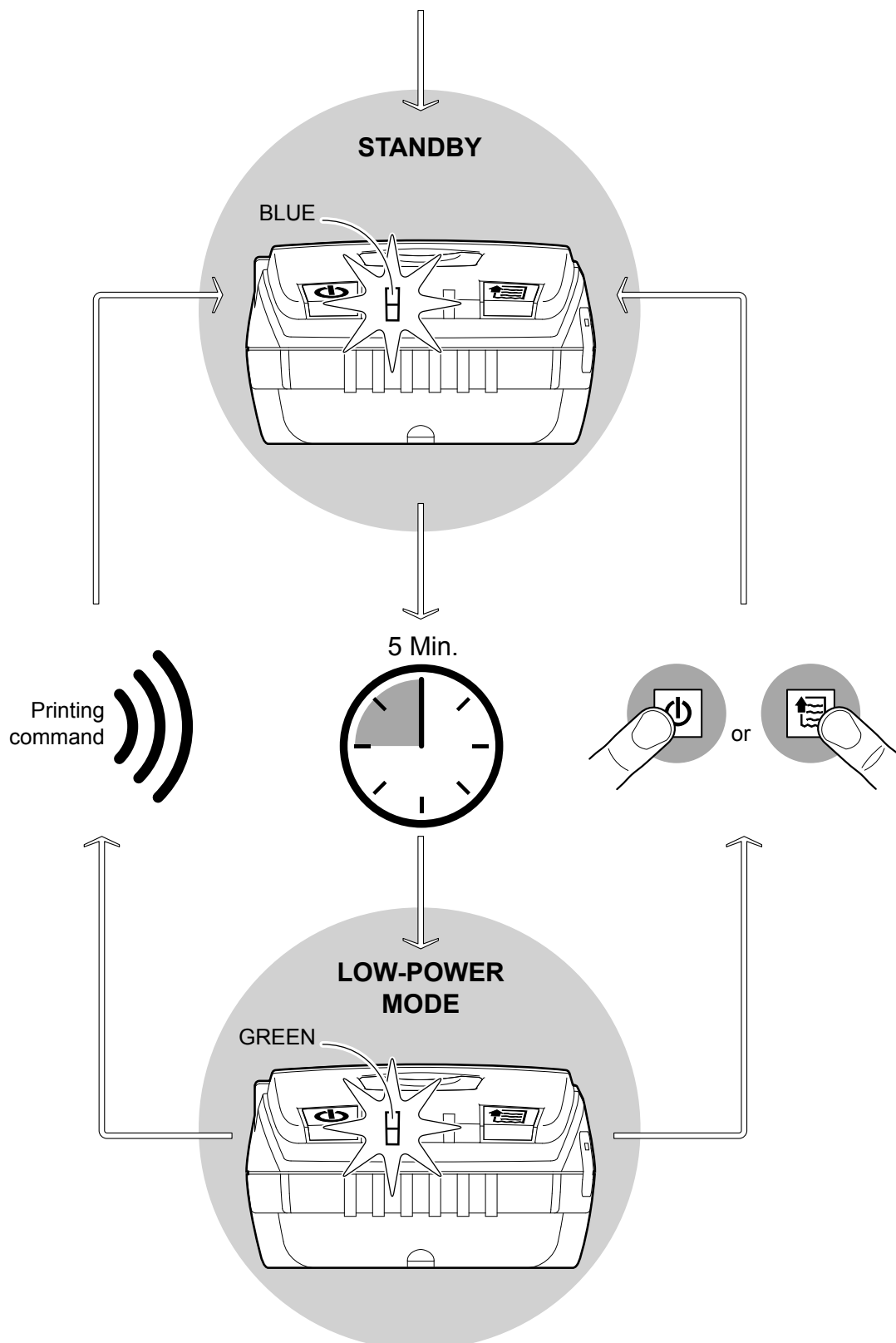
2



Close the cover of the device
(see paragraph 4.1).

4.7 Low-power mode (only Bluetooth mode)

The low-power mode allows the device to save energy and increase the battery life when operating in Bluetooth. The low-power mode is automatically enabled after 5 minutes of device inactivity. To terminate the low-power mode and return to operative mode press the FEED or ON / OFF key.



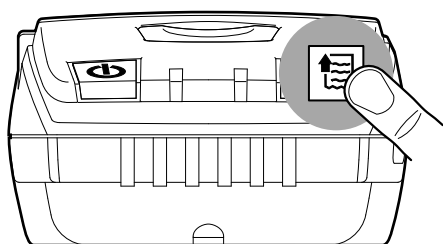


5 CONFIGURATION

5.1 Configuration mode

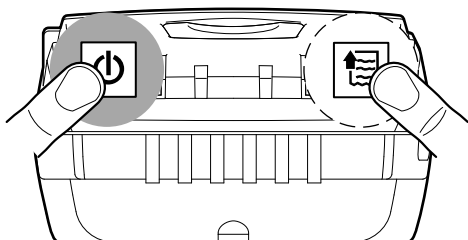
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



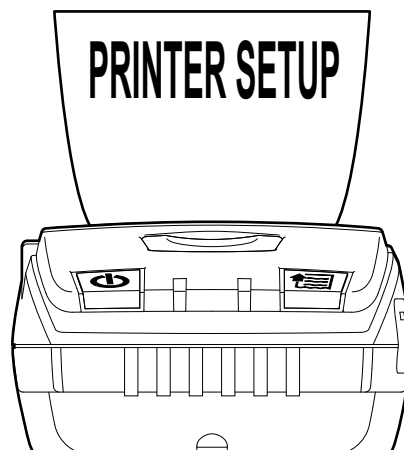
Press the FEED key.

2



While pressing the FEED key, switch on the device by pressing the ON/OFF key.

3



The device prints the report with the settings parameters. Follow the instruction printed on paper to proceed with configuration procedure.



5.2 Setup report

The following figures show the setup reports of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.

MY3 model

*DEVICE NAME and
FIRMWARE MODULE
RELEASE*

< device name > - rel.<0.00>

BOOT LOADER - rel.<0.00>

*DEVICE
STATUS*

PRINTER TYPE = <device name>

HEAD VOLTAGE [V] = 07.64

HEAD TEMPERATURE [°C] = 20

PIN BT = 1234

BT Address = <BT address>

BT FW Rel = <release>

BT FW Patch = Patch 2

*BT ADDRESS
BARCODE*



*DEVICE
PARAMETERS*

Interface: **Bluetooth**

USB Address Number: **0**

Pairing: **Disabled**

Pin BT.....: **0000**

Autofeed: **CR Disabled**

Print Mode: **Normal**

Speed / Quality.....: **High Speed**

Chars / inch: **A=17 B=22 cpi**

Columns 22 cpi.....: **60 columns**

PowerOFF time: **30 min**

Black mark alignment.....: **Enabled**

Black mark Distance [mm].....: **0**

Print Density: **0%**

KEYS FUNCTIONS

[FEED PUSH] key to enter setup

[FEED FAST PUSH] key to skip setup



MY3-A model

*DEVICE NAME and
FIRMWARE MODULE
RELEASE*

< device name >	-	rel.<0.00>
BOOT LOADER	-	rel.<0.00>

PRINTER SETUP

*DEVICE
STATUS*

PRINTER TYPE	=	<device name>
HEAD VOLTAGE [V]	=	07.64
HEAD TEMPERATURE [°C]	=	20
PIN BT	=	1234
BT Address	=	<BT address>
BT Module Build Rel	=	<release>

*BT ADDRESS
BARCODE*



*DEVICE
PARAMETERS*

Interface	Bluetooth
USB Address Number	0
Pairing BT.....	Enabled
BT Autoreconnect.....	Disabled
Autofeed	CR Disabled
Print Mode	Normal
Speed / Quality.....	High Speed
Chars / inch	A=17 B=22 cpi
PowerOFF time	30 min
Black mark alignment	Enabled
Black mark Distance [mm].....	0
Print Density.....	0%

KEYS FUNCTIONS

[FEED PUSH] key to enter setup
[FEED FAST PUSH] key to skip setup



5.3 Device status

The device operating status is indicated in the configuration print-out in which, next to the name of the components displayed, the following information is given:

MY3 model

HEAD VOLTAGE	voltage of the head
HEAD TEMPERATURE	temperature of the head
PIN BT*	device password
BT ADDRESS*	device identifier
BT FW REL*	upgrade firmware of the Bluetooth module
BT FW PATCH.*	

MY3-A model

HEAD VOLTAGE	voltage of the head
HEAD TEMPERATURE	temperature of the head
PIN BT*	device password
BT ADDRESS*	device identifier
BT MODULE BUILD REL.*	firmware release of the Bluetooth module

NOTE:

* : If the parameter is printed only when the INTERFACE parameter is set to Bluetooth



5.4 Printer parameters

This device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol ^D are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

MY3 model

INTERFACE	Interface in use: USB Bluetooth ^D NOTE: When the Bluetooth interface is enabled do not send data on USB line.
USB ADDRESS NUMBER	Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC): 0 ^D 2 4 6 8 1 3 5 7 9
PARING BT	Setting the paring function for the Bluetooth devices: Disabled ^D = pairing function disabled. No passkey is requested to make association Enabled = pairing function enabled. To set it entering the pincode/passkey indicated on the setup report PIN BT (1234). NOTE: The parameter is printed only when the INTERFACE parameter is set to Bluetooth. To communicate with Bluetooth devices Apple set the parameter to DISABLED.
PIN BT	Setting the passkey. 0000 ^D
AUTOFEED	Setting of the Carriage Return character: CR disabled ^D = Carriage Return disabled CR enabled = Carriage Return enabled
PRINT MODE	Printing mode: Normal ^D = enables printing in normal direction Reverse = enables printing rotated 180 degrees
SPEED / QUALITY	Setting of printing speed and printing quality: Normal ^D Low
CHARS / LINE	Font selection: A = 17 / B = 22 col A = 13 / B = 17 col ^D

**COLUMNS 22 CPI**

Select the number of columns:

60 col ^D
64 col

NOTE: The parameter COLUMNS 22 CPI is displayed only in case that the parameter CHARS/INCH is A=17 B=22 cpi.

POWER OFF TIME

Inactivity time of device

None 4 hours
30 min ^D 6 hours
1 hours 8 hours
2 hours**BLACK MARK ALIGNMENT**

Alignment management:

Disabled ^D = the black mark alignment is not performed

Enabled = the black mark alignment is performed

BLACK MARK DISTANCE

BLACK MARK DISTANCE is the minimum distance (in mm) between the upper edge of ticket and the black mark (see chapter 10).

The numeric value of the distance is made up with the following four parameters for the setting of three digits (two for the integer part of the number, one for the decimal part and of the sign):

Setting the digit for tens:

BLACK MARK DISTANCE [mm x 10]

0 ^D	2	4	6	8
1	3	5	7	9

Setting the digit for units:

BLACK MARK DISTANCE [mm x 1]

0 ^D	2	4	6	8
1	3	5	7	9

Setting the digit for decimals:

BLACK MARK DISTANCE [mm x .1]

0 ^D	2	4	6	8
1	3	5	7	9

NOTES:

For example, to set the black mark distance to 15 mm, modify the parameters as follows:

BLACK MARK DISTANCE [mm x 10] = 1

BLACK MARK DISTANCE [mm x 1] = 5

BLACK MARK DISTANCE [mm x .1] = 0

If the BLACK MARK ALIGNMENT parameter is disabled, the parameters for the BLACK MARK DISTANCE are not printed.

PRINT DENSITY

Adjusting the printing density:

-50%	-12%	+25%	Label
-37%	0 ^D	+37%	
-25%	+12%	+50%	



MY3-A model

INTERFACE	Interface in use: USB Bluetooth ^D NOTE: When the Bluetooth interface is enabled do not send data on USB line.
USB ADDRESS NUMBER	Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC): 0 ^D 2 4 6 8 1 3 5 7 9
PARING BT	Setting the paring function for the Bluetooth devices: Disabled ^D = pairing function disabled. No passkey is requested to make association Enabled = pairing function enabled. To set it entering the pincode/paskey indicated on the setup report PIN BT (1234). NOTES: The parameter is printed only when the INTERFACE parameter is set to Bluetooth. To communicate with Bluetooth devices Apple set the parameter to DISABLED. If you want to use the BT AUTORECONNECT> ENABLED parameter on Apple devices, set the parameter PARING BT to ENABLED.
BT AUTORECONNECT	Setting the automatically connection function to devices: Disabled ^D = FOR ALL BLUETOOTH DEVICES: to configure with Bluetooth devices. FOR APPLE BLUETOOTH DEVICES: :to communicate with the printer must perform the pairing between the Apple device and the printer when communication is interrupted (power off, stand by, etc.). Enabled = FOR APPLE BLUETOOTH DEVICES: the printer automatically attempts to restore the connection with the last device connected Apple whenever communication is interrupted (power off, stand by, etc.). Before enabling this function, you must perform the pairing between the Apple device and printer. NOTES: For the first configuration with Apple devices, set the parameter to DISABLE. The BT AUTO CONNECT> ENABLED parameter works only on Apple devices.
AUTOFEED	Setting of the Carriage Return character: CR disabled ^D = Carriage Return disabled CR enabled = Carriage Return enabled
PRINT MODE	Printing mode: Normal ^D = enables printing in normal direction Reverse = enables printing rotated 180 degrees
SPEED / QUALITY	Setting of printing speed and printing quality: Normal ^D Low

**CHARS / LINE**

Font selection:

A = 17 / B = 22 col

A = 13 / B = 17 col ^D**POWER OFF TIME**

Inactivity time of device

None	4 hours
30 min ^D	6 hours
1 hours	8 hours
2 hours	

BLACK MARK ALIGNMENT

Alignment management:

Disabled ^D = the black mark alignment is not performed

Enabled = the black mark alignment is performed

BLACK MARK DISTANCE

BLACK MARK DISTANCE is the minimum distance (in mm) between the upper edge of ticket and the black mark (see chapter 10).

The numeric value of the distance is made up with the following four parameters for the setting of three digits (two for the integer part of the number, one for the decimal part and of the sign):

Setting the digit for tens:

BLACK MARK DISTANCE [mm x 10]

0 ^D	2	4	6	8
1	3	5	7	9

Setting the digit for units:

BLACK MARK DISTANCE [mm x 1]

0 ^D	2	4	6	8
1	3	5	7	9

Setting the digit for decimals:

BLACK MARK DISTANCE [mm x .1]

0 ^D	2	4	6	8
1	3	5	7	9

NOTES:

For example, to set the black mark distance to 15 mm, modify the parameters as follows:

BLACK MARK DISTANCE [mm x 10]	= 1
BLACK MARK DISTANCE [mm x 1]	= 5
BLACK MARK DISTANCE [mm x .1]	= 0

If the BLACK MARK ALIGNMENT parameter is disabled, the parameters for the BLACK MARK DISTANCE are not printed.

PRINT DENSITY

Adjusting the printing density:

-50%	-12%	+25%	Label
-37%	0 ^D	+37%	
-25%	+12%	+50%	



5.5 Hexadecimal dump

This function is used for the diagnosis of the characters received from the communications port. Characters are printed as hexadecimal code and the corresponding ASCII code (see below). Each line is preceded by a counter in hexadecimal that indicates the number of bytes received.

During the startup, if you hold down the FEED key, the printer enters the self-test routine and print the setup report. The printer remains in standby until a key is pressed or characters are received through the communication port (Hexadecimal Dump mode). For each character sent, the receipt contain an indication of the hexadecimal and ASCII values (if the characters are underlined, the receive buffer is full). Shown below is an example of a Hexadecimal Dump:

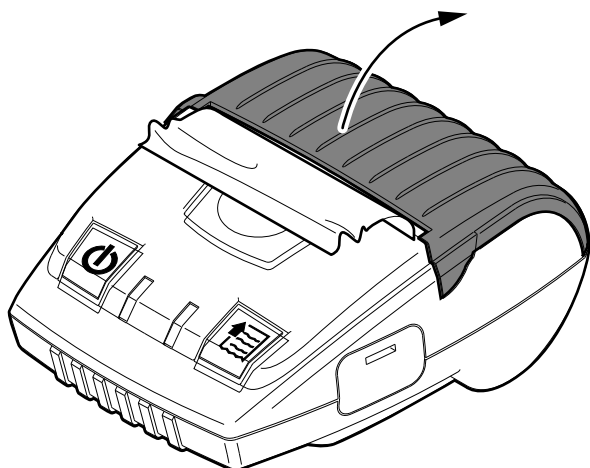
HEXADECIMAL DUMP											
31	32	33	34	35	...	12345	...				
39	30	31	32	33	...	90123	...				
37	38	39	75	69	...	789ui	...				
68	6B	6A	73	64	...	hkjsd	...				
73	64	66	6B	6A	...	sdfkj	...				
66	73	64	66	6B	...	fsdfk	...				
65	69	6F	79	75	...	eioyu	...				
6F	72	69	75	77	...	oriuw	...				
6F	75	77	65	72	...	ouwer	...				
77	65	72	69	6F	...	werio	...				
72	69	6F	75	77	...	riouw	...				
6B	6C	73	64	66	...	kl sdf	...				
64	66	6B	73	64	...	dfksd	...				
73	64	66	6B	6A	...	sdfkj	...				
66	6B	F2	6A	73	...	fk≥j	...				
6A	6B	6C	68			jklh					



6 MAINTENANCE

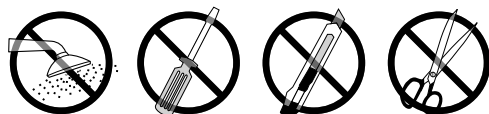
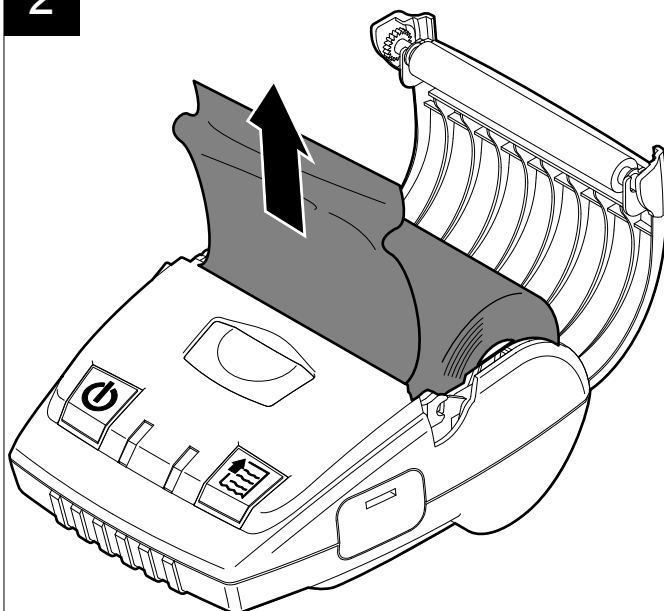
6.1 Paper jam

1



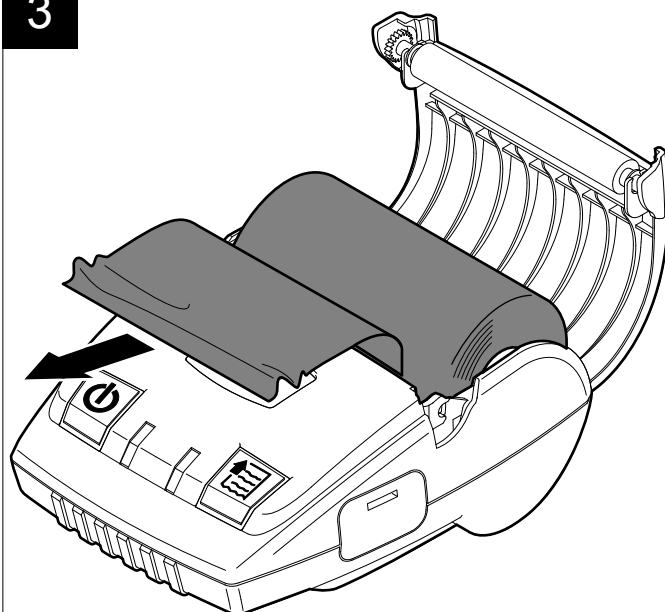
Open the cover of the device
(see paragraph 4.1).

2



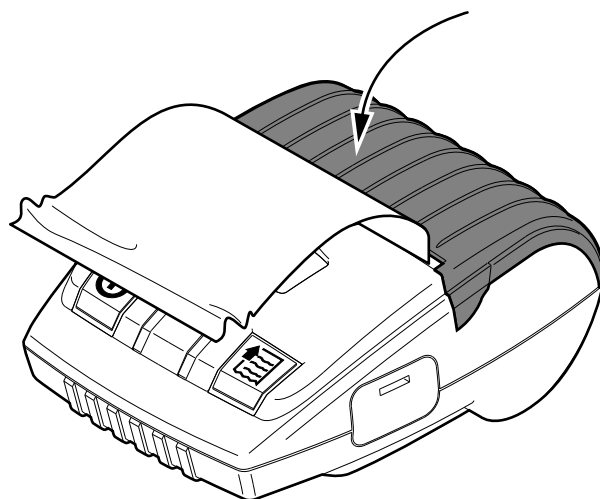
Lift the damaged paper, check and remove possible scraps of paper.

3



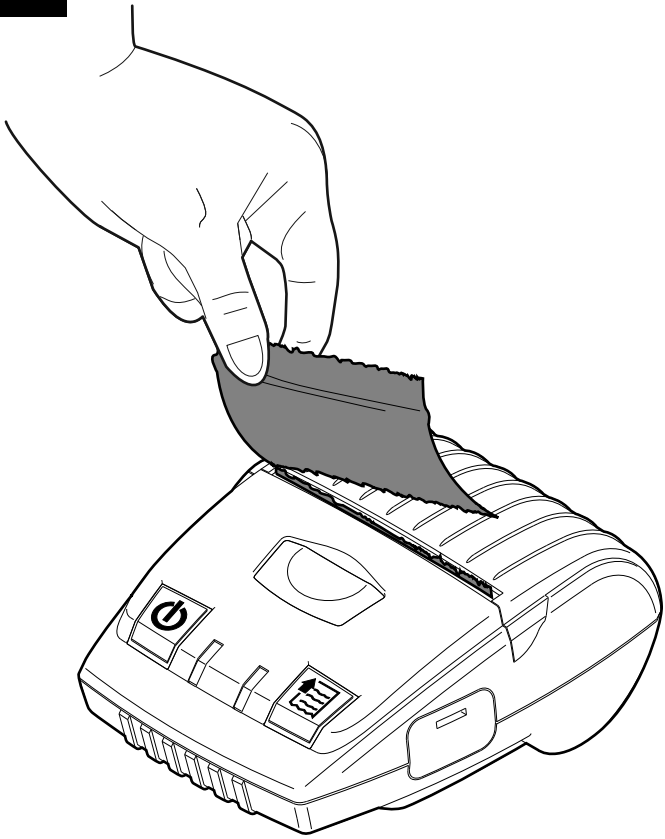
Pull the paper in order to have the damaged part
outside the device.

4



Close the cover of the device
(see paragraph 4.1).

5



Tear off the excess paper.

6.2 Planning of cleaning operations

The regular cleaning of the device keeps the print quality and extends its life. The following table shows the recommended planning for the cleaning operations.

EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Roller	Use isopropyl alcohol
EVERY 5 PAPER CHANGES	
Paper path	Use compressed air or tweezers
Sensor	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Printer case	Use compressed air or a soft cloth

For specific procedures, see the following pages.

NOTE:

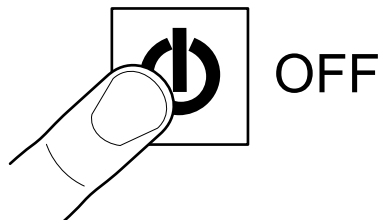
If you use the device in dusty environments, you must reduce the intervals between the cleaning operations.

6.3 Cleaning

To periodic cleaning of the device, see the instructions below

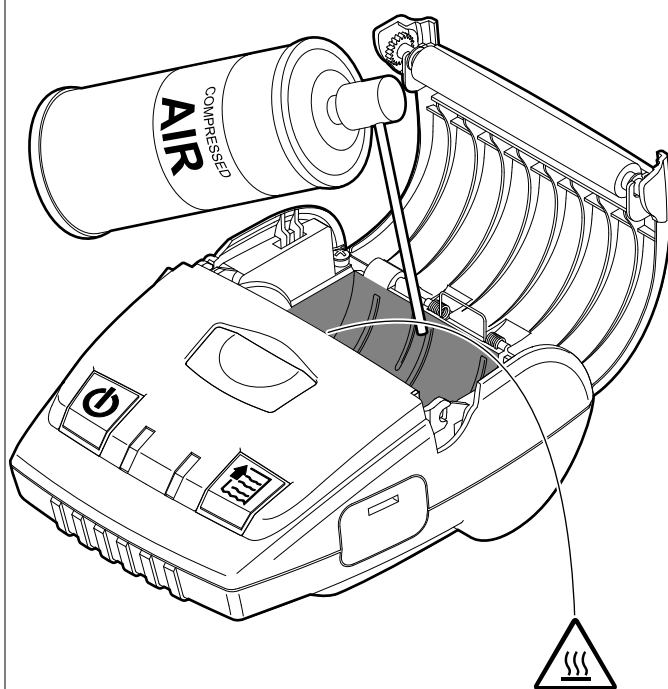
Paper path

1



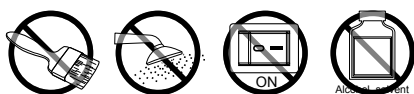
Turn off the device and open the cover.

2



ATTENTION:

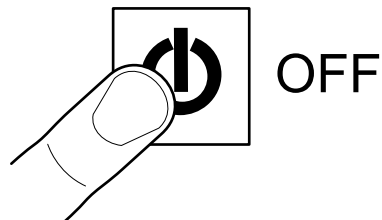
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the area involved in the passage of paper by using compressed air.

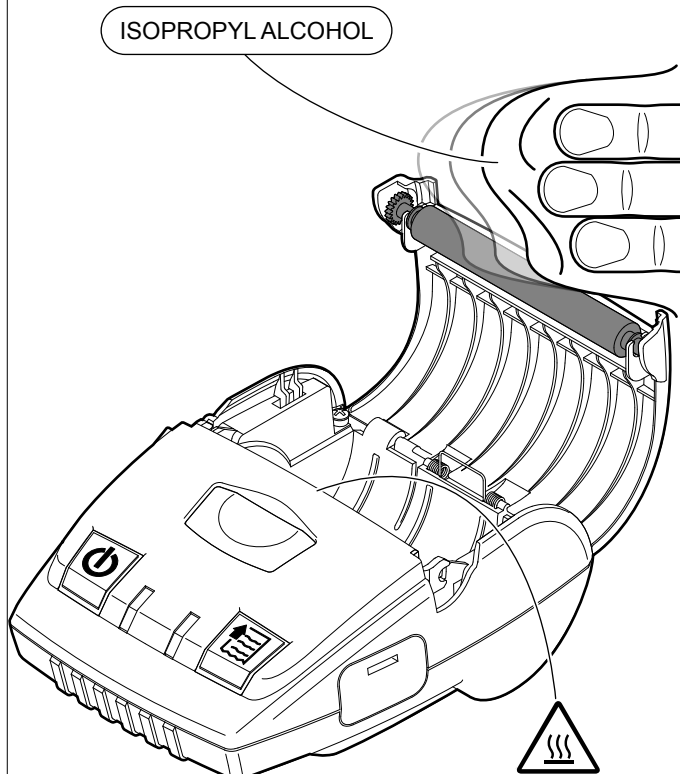
Printing roller

1



Turn off the device and open the cover.

2



ATTENTION:

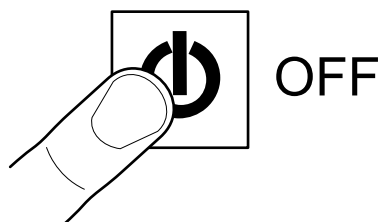
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the printing roller by using a non-abrasive cloth moistened with isopropyl.

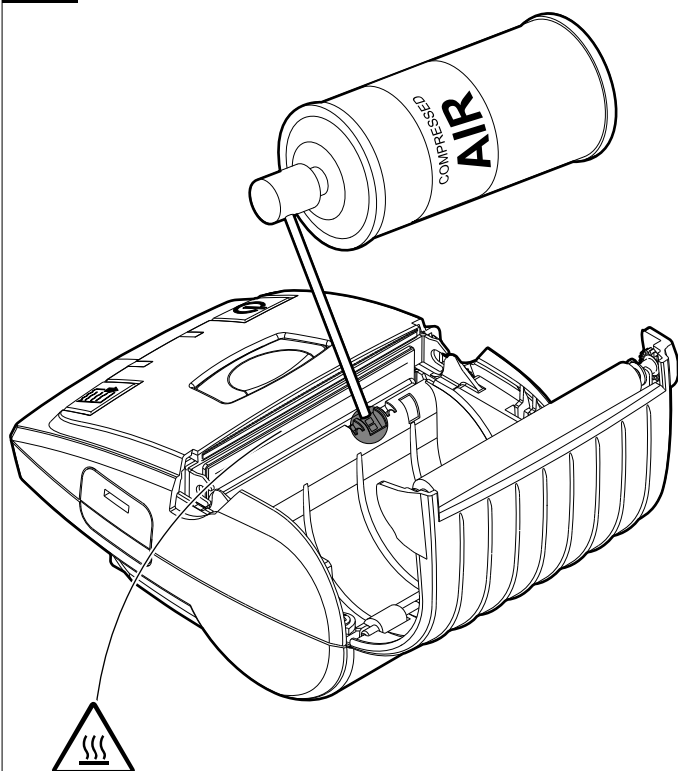
Sensor

1



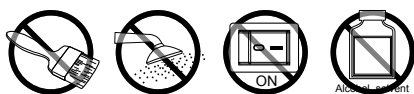
Turn off the device and open the cover.

2



ATTENTION:

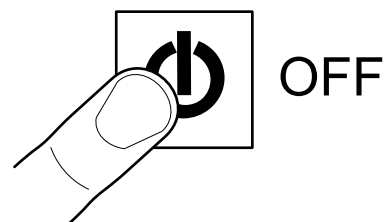
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the device sensor by using compressed air.

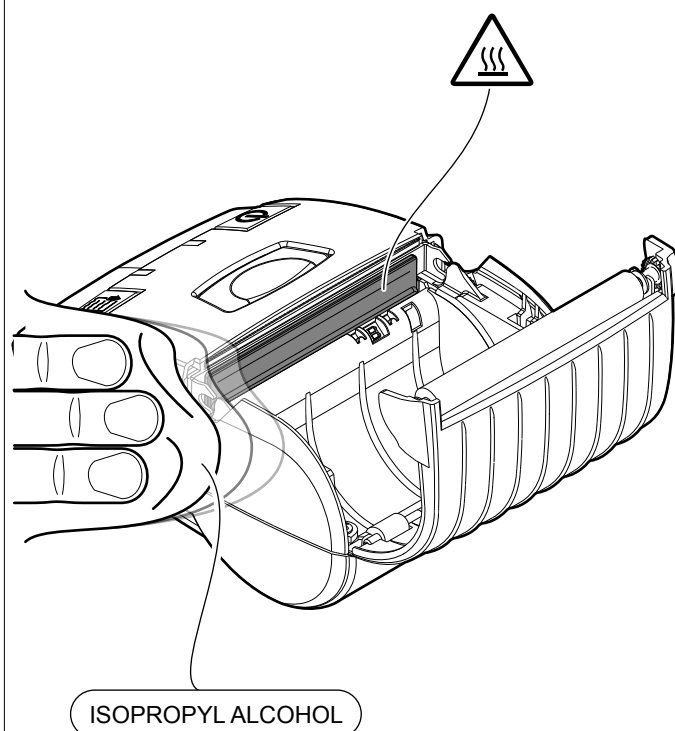
Print head

1



Turn off the device and open the cover.

2



ATTENTION:

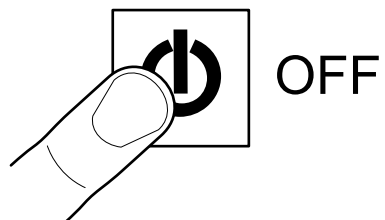
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the printing head by using a non-abrasive cloth moistened with isopropyl.

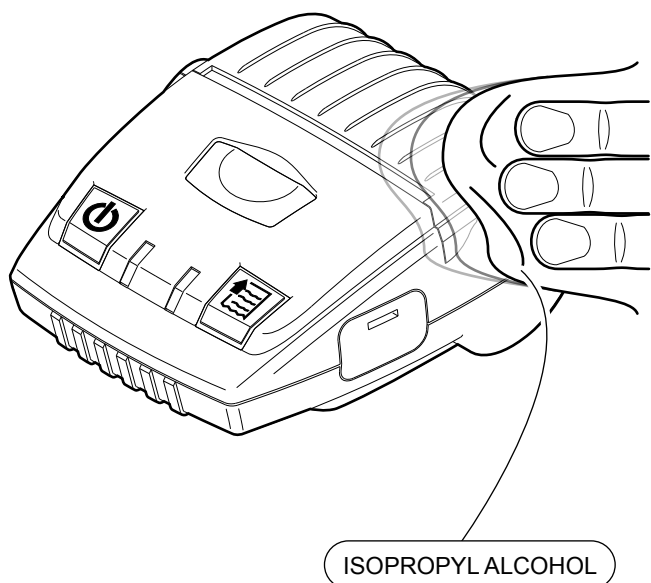
Case

1



Turn off the device.

2



ATTENTION:

Do not use solvents, or hard brushes.

Do not let water or other liquids get inside the machine.



To clean the device,
use compressed air or a soft cloth.

6.4 Upgrade firmware

WARNING: During communication between PC/device for the firmware update it is strictly forbidden to disconnect the communication cable or to remove the power supply of the devices not to endanger the proper functioning of the device.

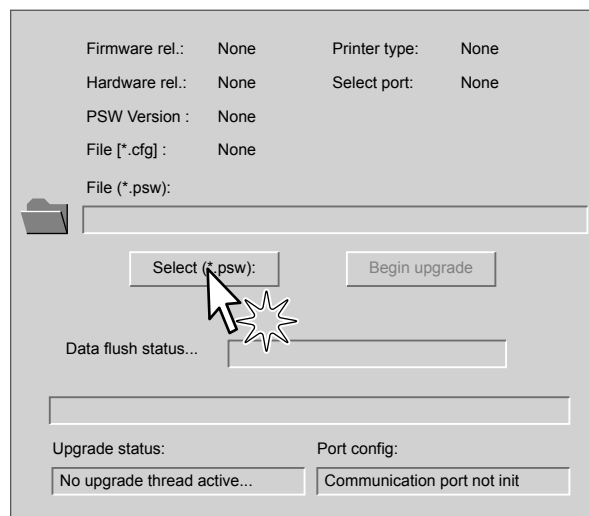
NOTES:

The latest firmware of the device is available in the download area of the web site <https://www.custom.biz>

Install on the PC used for device upgrading the UPG-CEPRN software available in the download area of the web site <https://www.custom.biz>.

NOTE: Before proceeding with the firmware update make sure that the parameter INTERFACE has been set as USB

6. Switch ON the device.
7. Launch the software UPGCEPRN.
8. Select the update file .PSW location:



UPDATE VIA USB INTERFACE

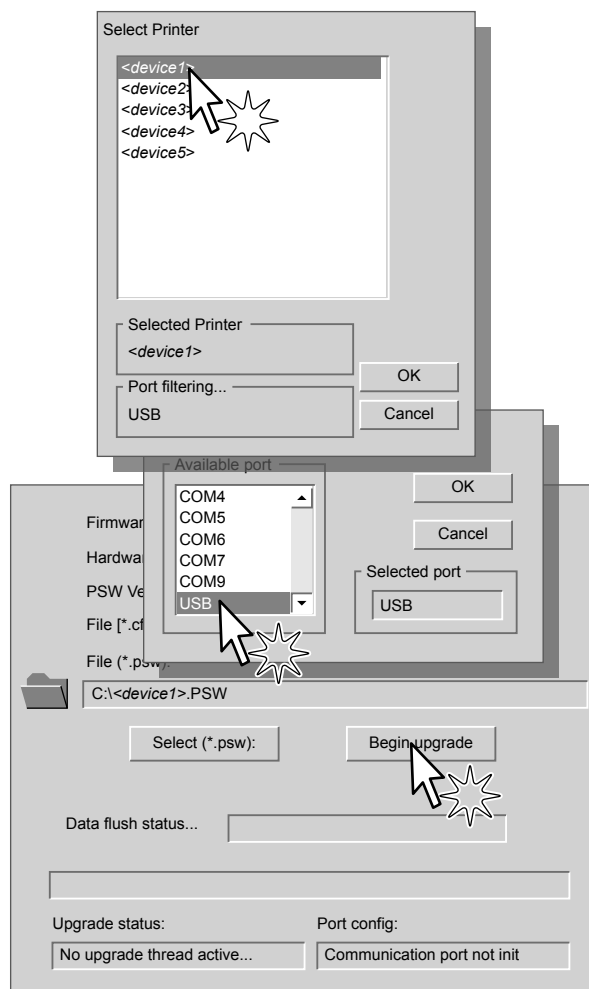
ATTENTION:

Only during the firmware update, the connection between PC and device must be direct, without the use of wireless HUB.

Only during the firmware update, do not connect or disconnect other USB devices.

NOTE: For communication via USB you must install on PC the device driver available in the download area of the web site <https://www.custom.biz>.

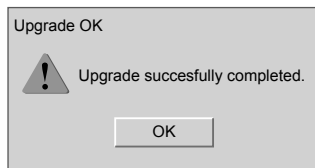
9. Select item USB and then select the USB device among those proposed (e.g. device1):



Proceed as follows:

1. Write down the product code (14 digits) printed on the product label (see par. 2.3).
2. Go to the web site <https://www.custom.biz> and download the appropriate firmware release from the DOWNLOAD area.
3. Print the setup report (see chapter 5).
4. Switch OFF the device.
5. Connect the device to the PC using a USB cable (see paragraph 3.1).

10. After a few minutes a message on the screen warns that the update is completed.



11. Print a new setup report to verify the new firmware release (see chapter 5).



7 SPECIFICATION

7.1 Hardware specifications

GENERALS	
Sensors	Head temperature, paper presence
Emulations	CUSTOM/POS
Printing driver	
MY3	Windows XP, Windows VISTA (32/64bit) Windows 7 (32/64bit) Windows 8 (32/64bit) Windows 8.1 (32/64bit) Windows 10 (32/64bit) Linux Android Windows Phone
MY3-A	Windows XP, Windows VISTA (32/64bit) Windows 7 (32/64bit) Windows 8 (32/64bit) Windows 8.1 (32/64bit) Windows 10 (32/64bit) Linux Android Windows Phone iOS
INTERFACES	
USB connector	USB = 2.0 Full Speed
Bluetooth	MY3 = Bluetooth = 2.0 MY3-A = Bluetooth = 3.0
MEMORIES	
Receive buffer	2 Kbytes
Flash memory	512 Kbytes
RAM memory	96 Kbytes
Graphic memory	4 logos (576 x 460 dots)



DEVICE	
Resolution	203 dpi (8 dot/mm)
Printing width	72 mm
Printing method	Thermal fixed head
Printing speed ^{(2) (3) (4)}	Max 80 mm/s
Head life ⁽³⁾	
Abrasion resistance ⁽⁵⁾	100 Km (with recommended paper)
Pulse durability	1 M (12.5% duty cycle)
Printing mode	Normal, 90°, 180°, 270°
Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
Character fonts	
MY3	PC437, PC850, PC860, PC863, PC865, PC858 (euro)
MY3-A	PC437, PC850, PC860, PC863, PC865, PC866, PC858 (euro)
Printable barcode	
MY3	UPCA, UPCE, EAN13, EAN8, CODE39, ITF, CODABAR, CODE93, CODE128, CODE32, PDF417, DATAMATRIX, QRCODE
MY3-A	UPCA, UPCE, EAN13, EAN8, CODE39, ITF, CODABAR, CODE93, CODE128, CODE32
PAPER	
Type of paper	Thermal rolls, heat-sensitive side on outside of roll
Paper width	76.2 ± 0.5 mm
Paper weight	from 55 g/m ² to 100 g/m ²
Paper thickness	from 61 µm to 100 µm
Recommended types of paper	KANZAN KF50 and KP460 MITSUBISHI PF5067 and TL4000
Paper end	Not attached to roll core
Roll outer diameter	Max Ø45 mm



Internal roll core diameter	12 mm $\pm$ 1 mm 25 mm $\pm$ 1 mm
Core type	Cardboard or plastic
CONNECTABLE DEVICES	
PC	
Bluetooth device	
DEVICE ELECTRICAL SPECIFICATIONS	
Power supply	MY3 = from 12 Vdc to 24 Vdc $\pm$ 10% (external power supply 18 V) MY3-A = from 5 Vdc to 24 Vdc $\pm$ 10% (external power supply 18 V)
Medium consumption ⁽³⁾	0.3 A
Standby consumption	0.02 A
ELECTRICAL SPECIFICATIONS POWER SUPPLY cod. 963GE020000301	
Power supply voltage	from 100 Vac to 240 Vac
Frequency	from 50 Hz to 60 Hz
Output	18 V, 1 A
Power	18 W
BATTERIES SPECIFICATIONS cod. 28D30000000005	
Battery pack	Li-ion 7.4 V 1500 mAh
Recharge with power supply	from 12 Vdc to 24 Vdc (300 mA)
Charging cycle ⁽⁶⁾	Max 3 hours
Autonomy	
Print	8 hours x 750 ticket
Standby	USB = 1 000 min Bluetooth = 1 000 min
DOCKING STATION cod. 977CR010000301, 977CR010000300	
Input Specification	
Input voltage	from 90 Vac to 264 Vac



Current	Max 0.8 A
Input frequency	from 47 Hz to 63 Hz
Output specification	
Output voltage	24 Vdc
Output current	from 0.1 A to 1.3 A
Typical efficiency	75 %
Environmental condition	
Operating temperature	from -10°C to 70°C
Humidity	from 20 % Rh to 85 % Rh
Storage temperature	from -10°C to 75°C
Storage humidity	from 10 % Rh to 95 % Rh
Protection device	Short-circuit, overload

ENVIRONMENTAL CONDITIONS

Operating temperature ⁽⁷⁾	from -15°C to 55°C
Relative humidity	from 10% Rh to 85% Rh
Storage temperature	
1 week	from -20 °C to + 60 °C
Up to 3 months	from -20 °C to + 40 °C
Up to 1 year	from -20 °C to + 25 °C
Storage relative humidity	from 10% Rh to 90% Rh

NOTE:

(1) : Electronic board.

(2) : It depends by the battery status, the printing typology and the environmental temperature

(3) : Respecting the regular schedule of cleaning for the device components.

(4) : Standard CUSTOM receipt (L=10 cm, Density = 12,5% dots on).

(5) : Damages caused by scratches, ESD and electromigration are excluded.

(6) : With completely discharged batteries

(7) : In charge from 0°C to 45°C



7.2 Character specifications

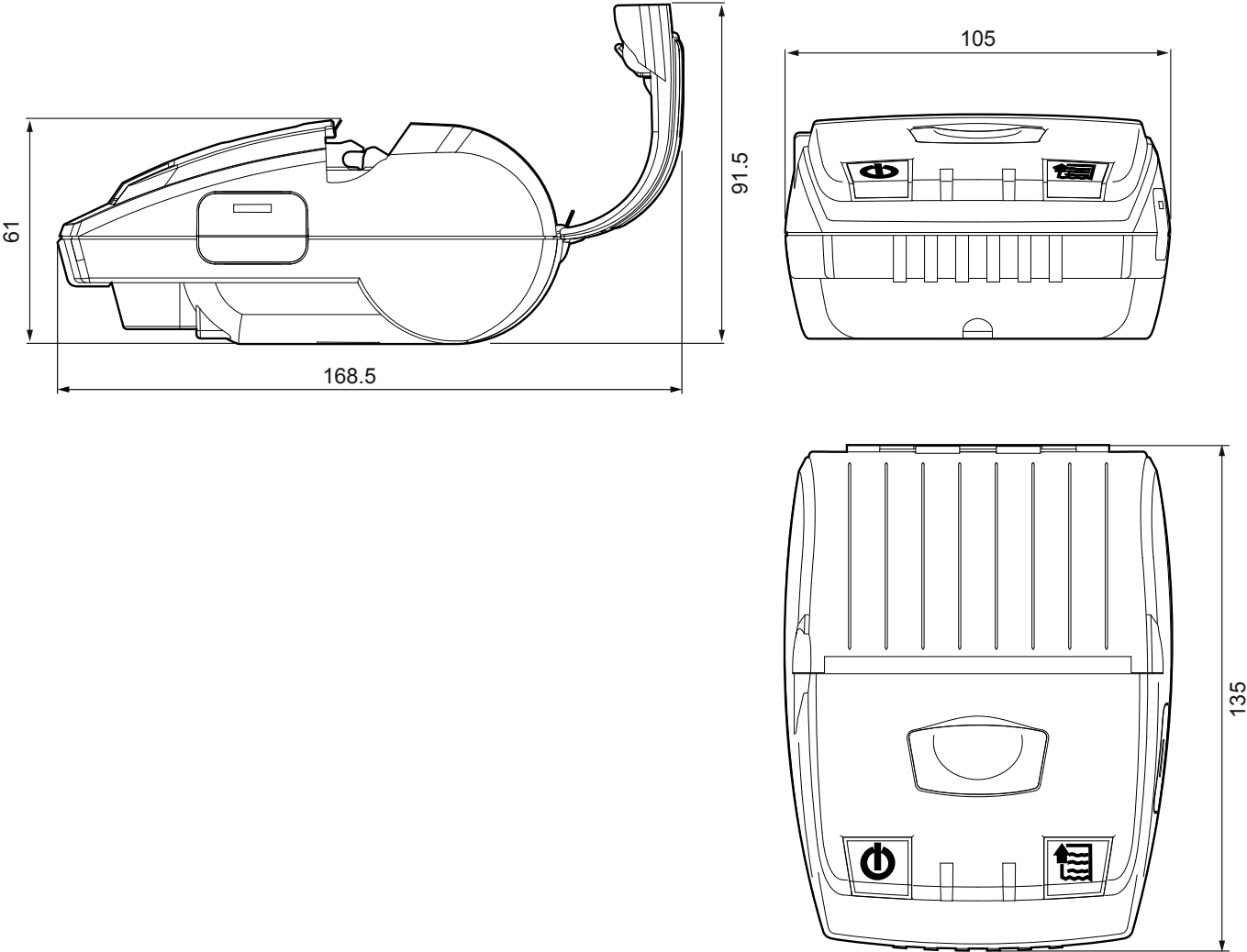
CHARACTER SET	3		
Character density	13 cpi	17 cpi	22 cpi
Number of columns	36	48	60/64
Chars/s	960	1280	1707
Lines/s	26	26	26
Characters (L x H mm)-normal	2 x 3	1.5 x 3	1 x 3

NOTE: Theoretical values.

7.3 Device dimensions

Length	with the cover closed 135 mm with the cover opened 168.5 mm
Height	with the cover closed 61 mm with the cover opened 91.5 mm
Width	105 mm
Weight	without paper 320 g with paper 400 g

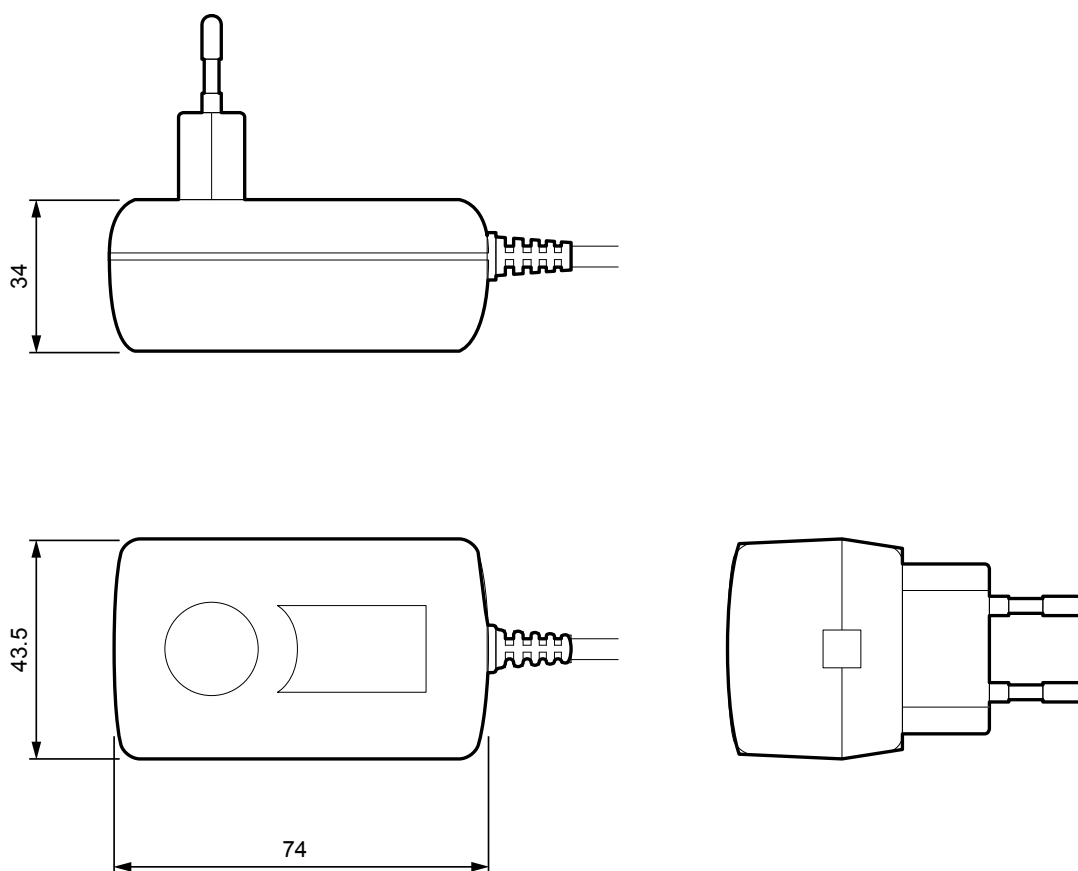
NOTE: All the dimensions shown in following figures are in millimetres.



7.4 Power supply dimensions cod. 963GE020000301

Length	74 mm
Height	34 mm
Width	43.5 mm

NOTE: All the dimensions shown in following figures are in millimetres.



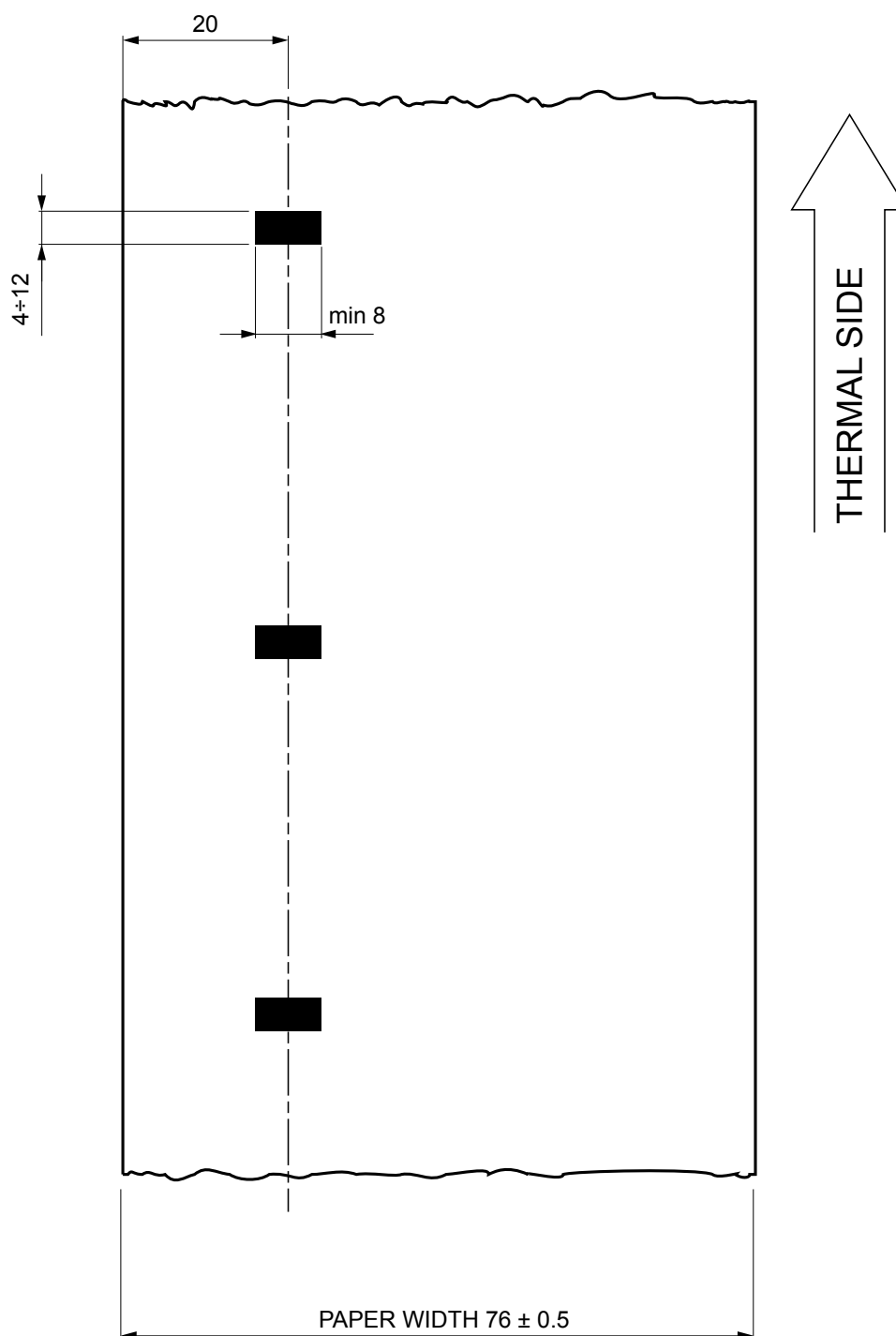
7.5 Paper specification

Paper with black mark

The following image shows the placement of the black mark on the thermal side of the paper.

To more information about the use of paper with black mark see chapter 10.

NOTE: All the dimensions shown in following figures are in millimetres.

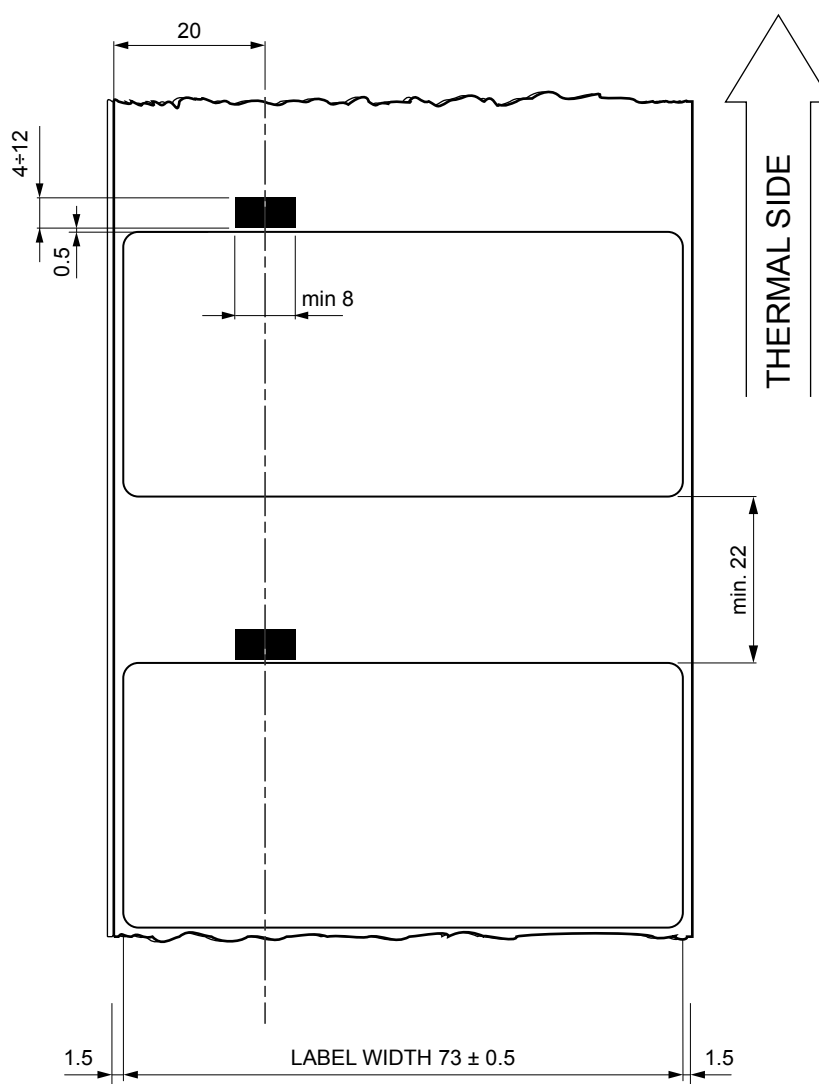


Paper with black mark and label

To properly use the alignment commands, you need to use paper with labels that comply with the dimensions shown in the following figure.

For more information about the use of paper with black mark see chapter 10.

NOTE: All the dimensions shown in following figures are in millimetres.



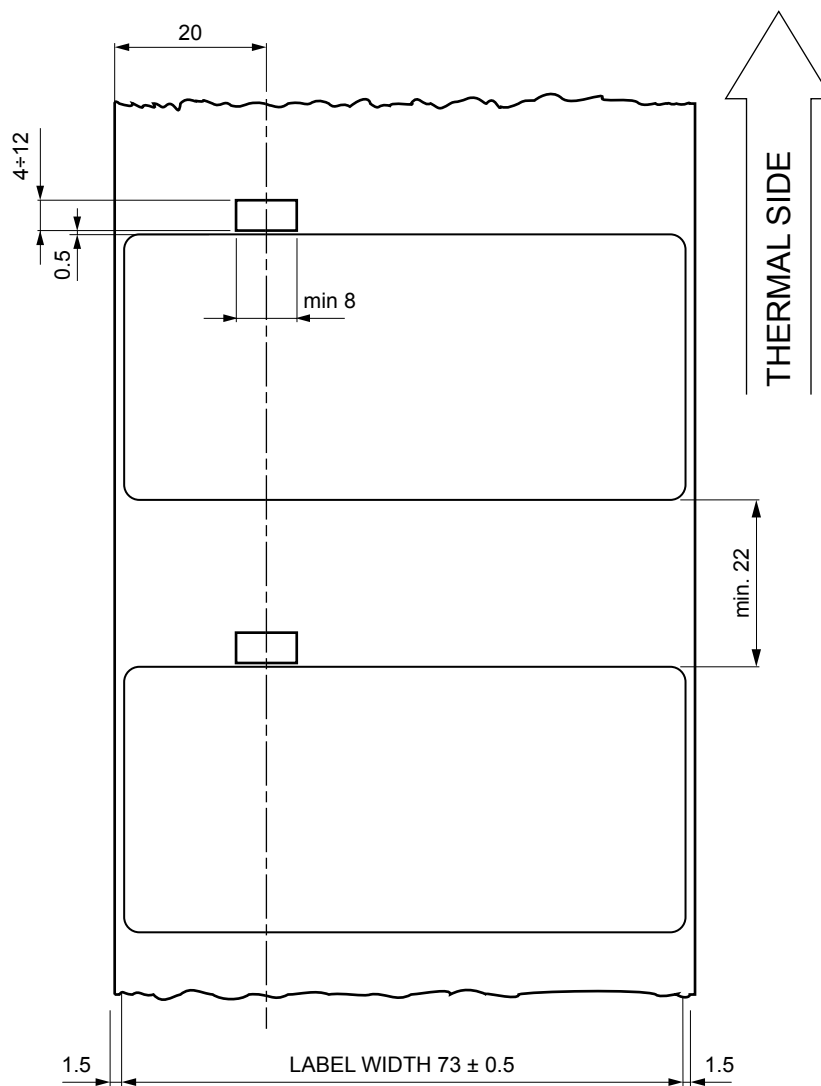
NOTE: To set the BLACK MARK DISTANCE see chapter 5.

Paper with hole and label

To properly use the alignment commands, you need to use paper with labels that comply with the dimensions shown in the following figure.

For more information about the use of paper hole see chapter 10.

NOTE: All the dimensions shown in following figures are in millimetres.



NOTE: To set the BLACK MARK DISTANCE see chapter 5.



7.6 Western characters

The printer has 3 fonts of varying width (13, 17 and 22 cpi) which may be accessed through programming or control characters. Each of these fonts offers the following code tables: PC437, PC850, PC860, PC863, PC865, PC858, PC866 (only MY3-A model).

PC437 CODE TABLE (Usa, Standard Europe)

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127
Char	Ç	ü	é	â	ä	à	å	ç	ê	ë	è	ï	î	ì	Ä	Å
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143
Char	É	æ	Æ	ô	ö	ò	û	ù	ÿ	Ö	Ü	¢	£	¥	Pts	f
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159
Char	á	í	ó	ú	ñ	Ñ	ª	º	¿	¬	¬	½	¼	¿	«	»
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
Char																
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191
Char																
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207
Char																
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223
Char	α	β	Γ	π	Σ	σ	μ	τ	Φ	Θ	Ω	δ	∞	φ	ε	∩
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
Char	≡	±	≥	≤	∫	∫	÷	≈	°	·	·	√	n	²	■	NBSP
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255



PC850 CODE TABLE (Multilingual)

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/	
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F	
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?	
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F	
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F	
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_	
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F	
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F	
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣	
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F	
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	
Char	Ç	ü	é	â	ä	à	å	ç	ê	ë	è	ï	î	ì	Ä	Å	
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F	
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	
Char	É	æ	Æ	ô	ö	ò	û	ù	ÿ	Ö	Ü	ø	£	Ø	×	f	
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F	
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	
Char	á	í	ó	ú	ñ	Ñ	ª	º	¿		¬	½	¼	¡	«	»	
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF	
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	
Char				 	¡	Á	Â	À	©	¶	 	¶	¶	¶	¢	¥	¿
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF	
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	
Char	Ł	ł	Ť	ť	—	†	ã	Ã	ℒ	℞	℥	℥	℥	℥	=	℥	¤
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF	
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	
Char	ð	Ð	Ê	Ë	È	Ì	Í	Î	Ï	Ɔ	Ɔ	■	■	¡	ì	■	
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF	
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	
Char	Ó	ß	Ô	Ò	õ	Õ	µ	þ	Þ	Ú	Û	Ù	ý	Ý	—	´	
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF	
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	
Char	SHY	±	=	¾	¶	§	÷	¸	º	”	•	¹	³	²	■	NBSP	
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF	
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	



PC860 CODE TABLE (Portuguese)

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/	
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F	
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?	
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F	
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F	
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_	
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F	
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F	
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣	
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F	
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	
Char	Ç	ü	é	â	ã	à	Á	ç	ê	Ê	è	í	Ô	ì	Ã	Â	
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F	
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	
Char	É	À	È	ô	ö	ò	Ú	ù	ì	Õ	Ü	ç	£	Ù	Þ	Ó	
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F	
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	
Char	á	í	ó	ú	ñ	Ñ	ª	º	¿	Ò	¬	½	¼	¡	«	»	
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF	
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	
Char																	
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF	
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	
Char																	
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF	
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	
Char																	
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF	
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	
Char	α	β	Γ	π	Σ	σ	μ	τ	Φ	Θ	Ω	δ	∞	φ	ε	∩	
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF	
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	
Char	≡	±	≥	≤	∫	∫	÷	≈	°	·	·	√	n	²	■	NBSP	
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF	
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	



PC863 CODE TABLE (Canadian, French)

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127
Char	Ç	ü	é	â	Â	à	ŋ	ç	ê	ë	è	ï	î	=	À	§
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143
Char	É	È	Ê	ô	Ë	ï	û	ù	æ	Ô	Ü	¢	£	Ù	Û	f
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159
Char	ı	´	ó	ú	¨	¸	³	—	î	ƒ	¬	½	¼	¾	«	»
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
Char																
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191
Char																
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207
Char																
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223
Char	α	β	Γ	π	Σ	σ	μ	τ	Φ	Θ	Ω	δ	∞	φ	ε	∩
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
Char	≡	±	≥	≤	∫	∫	÷	≈	°	·	·	√	n	²	■	NBSP
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255



PC865 CODE TABLE (Nordic)

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127
Char	Ç	ü	é	â	ä	à	å	ç	ê	ë	è	ï	î	ì	Ä	Å
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143
Char	É	æ	Æ	ô	ö	ò	û	ù	ÿ	Ö	Ü	ø	£	Ø	Pts	f
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159
Char	á	í	ó	ú	ñ	Ñ	ª	º	¿	¬	¬	½	¼	í	«	»
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
Char																
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191
Char																
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207
Char																
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223
Char	α	β	Γ	π	Σ	σ	μ	τ	Φ	Θ	Ω	δ	∞	φ	ε	∩
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
Char	≡	±	≥	≤	∫	∫	÷	≈	°	·	·	√	n	²	■	NBSP
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255

**PC858 CODE TABLE (Euro symbol)**

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127
Char	Ç	ü	é	â	ä	à	å	ç	ê	ë	è	ï	î	ì	Ä	Å
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143
Char	É	æ	Æ	ô	ö	ò	û	ù	ÿ	Ö	Ü	ø	£	Ø	×	f
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159
Char	á	í	ó	ú	ñ	Ñ	ª	º	¿		¬	½	¼	¡	«	»
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
Char				 	¡	Á	Â	À	©	¶	 	¶	¶	¶	¶	¶
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191
Char	Ł	ł	Ť	ť	—	†	ã	Ã	ℒ	℔	℥	₣	₤	₥	₦	₧
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207
Char	ð	Ð	Ê	Ě	È	€	Í	Î	Ï	Ɔ	Ɔ	■	■	¡	ì	■
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223
Char	Ó	ß	Ô	Ò	õ	Õ	µ	þ	Ɔ	Ú	Û	Ù	ý	Ý	—	´
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
Char	SHY	±	=	¾	¶	§	÷	ˆ	°	ˆ	.	1	3	2	■	NBSP
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255

NOTE: To print the Euro (€) symbol, the command sequence is: 0x1B, 0x74, 0x13, 0xD5 (see Commands Manual).

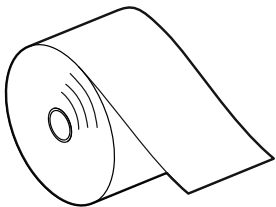
**PC866 CODE TABLE (Cyrillic) (only MY3-A model)**

Char	SP	!	“	#	\$	%	&	‘	(	)	*	+	,	-	.	/
Hex	0020	0021	0022	0023	0024	0025	0026	0027	0028	0029	002A	002B	002C	002D	002E	002F
Dec	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47
Char	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
Hex	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	003A	003B	003C	003D	003E	003F
Dec	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63
Char	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Hex	0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	004A	004B	004C	004D	004E	004F
Dec	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79
Char	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
Hex	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	005A	005B	005C	005D	005E	005F
Dec	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Char	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Hex	0060	0061	0062	0063	0064	0065	0066	0067	0068	0069	006A	006B	006C	006D	006E	006F
Dec	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111
Char	p	q	r	s	t	u	v	w	x	y	z	{	 	}	~	␣
Hex	0070	0071	0072	0073	0074	0075	0076	0077	0078	0079	007A	007B	007C	007D	007E	007F
Dec	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127
Char	А	Б	В	Г	Д	Е	Ж	З	И	Й	К	Л	М	Н	О	П
Hex	0080	0081	0082	0083	0084	0085	0086	0087	0088	0089	008A	008B	008C	008D	008E	008F
Dec	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143
Char	Р	С	Т	У	Ф	Х	Ц	Ч	Ш	Щ	Ъ	Ы	Ь	Э	Ю	Я
Hex	0090	0091	0092	0093	0094	0095	0096	0097	0098	0099	009A	009B	009C	009D	009E	009F
Dec	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159
Char	а	б	в	г	д	е	ж	з	и	й	к	л	м	н	о	п
Hex	00A0	00A1	00A2	00A3	00A4	00A5	00A6	00A7	00A8	00A9	00AA	00AB	00AC	00AD	00AE	00AF
Dec	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
Char																
Hex	00B0	00B1	00B2	00B3	00B4	00B5	00B6	00B7	00B8	00B9	00BA	00BB	00BC	00BD	00BE	00BF
Dec	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191
Char																
Hex	00C0	00C1	00C2	00C3	00C4	00C5	00C6	00C7	00C8	00C9	00CA	00CB	00CC	00CD	00CE	00CF
Dec	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207
Char																
Hex	00D0	00D1	00D2	00D3	00D4	00D5	00D6	00D7	00D8	00D9	00DA	00DB	00DC	00DD	00DE	00DF
Dec	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223
Char	р	с	т	у	ф	х	ц	ч	ш	щ	ъ	ы	ь	э	ю	я
Hex	00E0	00E1	00E2	00E3	00E4	00E5	00E6	00E7	00E8	00E9	00EA	00EB	00EC	00ED	00EE	00EF
Dec	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
Char	Ё	ё	Є	є	İ	ı	Ÿ	ÿ	°	·	•	√	№	¤	■	
Hex	00F0	00F1	00F2	00F3	00F4	00F5	00F6	00F7	00F8	00F9	00FA	00FB	00FC	00FD	00FE	00FF
Dec	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255



8 CONSUMABLES

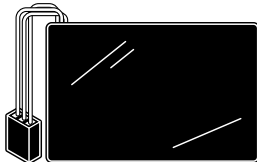
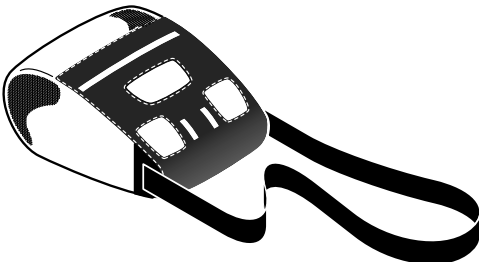
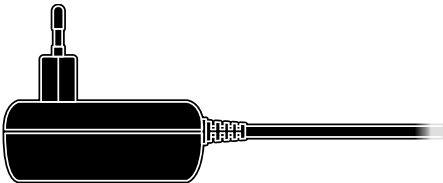
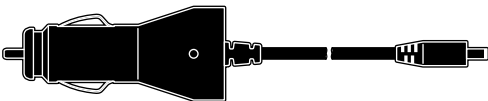
The following table shows the list of available consumables for device:

DESCRIPTION	CODE
THERMAL PAPER ROLL weight = 58 g/m² width = 76.2 mm Ø external = 45 mm Ø core = 25 mm	67300000000378 



9 ACCESSORIES

The following table shows the list of available accessories for device:

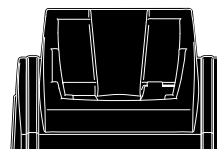
DESCRIPTION	CODE
BATTERY PACK (For technical specifications, see the paragraph 7.1)	28D30000000005 
BELT CLIP	21400000001225 
SHOULDER BAG	97000000000326 
18 W POWER ADAPTER (For technical specifications, see the paragraph 7.1)	963GE020000301 
CAR CHARGER (From 12 Vdc to 24 Vdc (from 250 mA to 500 mA))	966GE020000301 

977CR010000301

DOCKING STATION

1 STATION

(For technical specifications, see the paragraph 7.1)

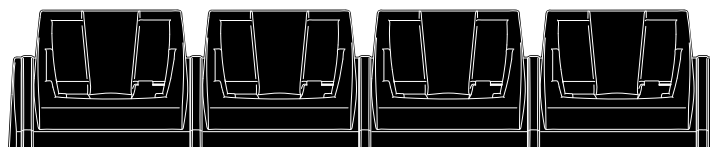


977CR010000300

DOCKING STATION

4 STATION

(For technical specifications, see the paragraph 7.1)



10 ALIGNMENT

The device is provided with a sensor that allows the use of black mark and holes to manage:

- rolls of tickets with pre-printed fields and fixed length
- paper rolls of labels of fixed length

The alignment black mark may be formed by:

- black mark printed on paper:(see par. 7.5)
- hole or black mark between a label and subsequent (see par. 7.5)

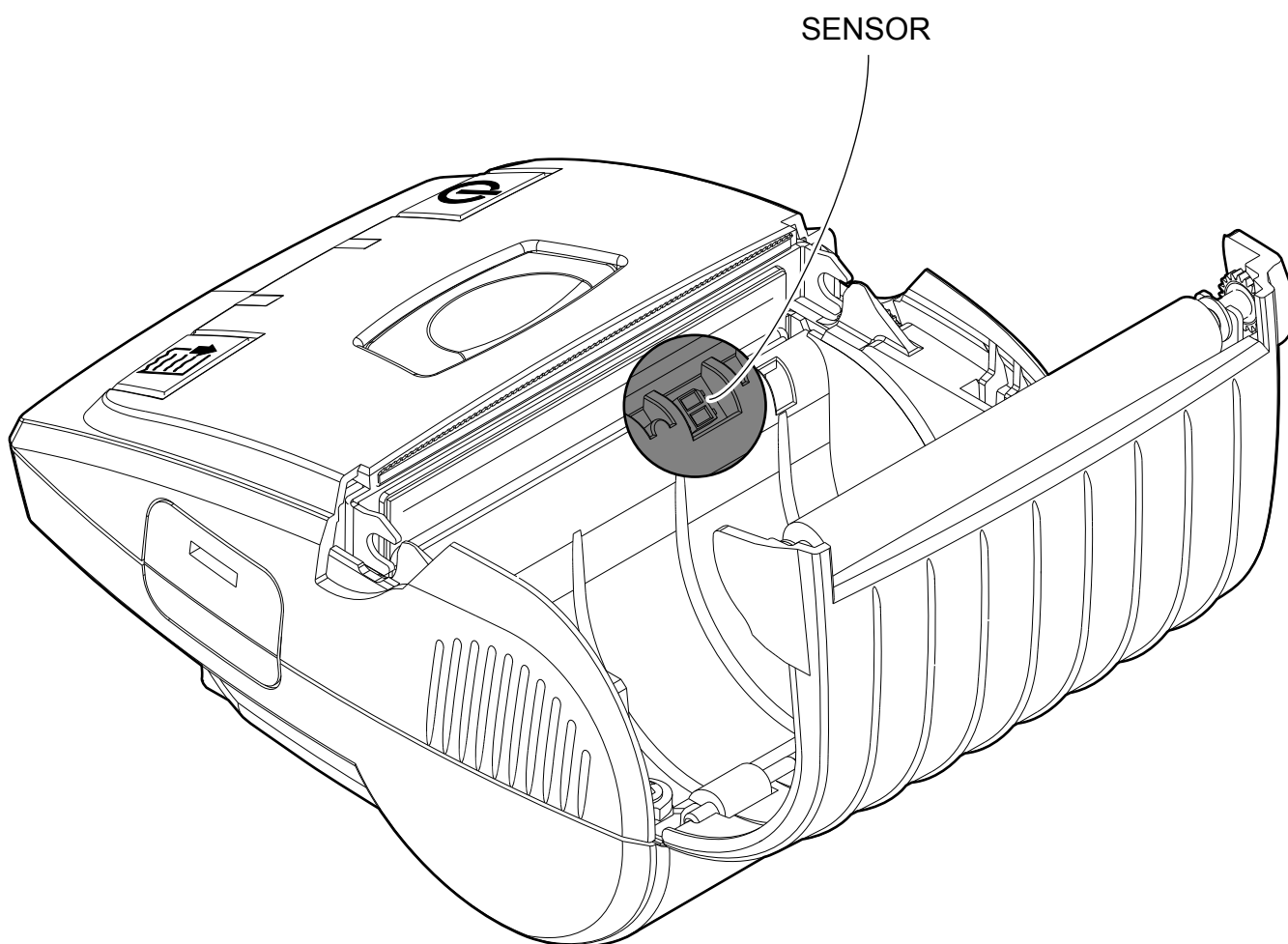
The alignment sensor assembled on the device is “reflection” sensor: this kind of sensor emits a band of light and detects the quantity of light reflected to it. The presence of the black mark is therefore detected by the amount of light that returns to the sensor, considering that the light is reflected by the white paper and absorbed by the black mark.

The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

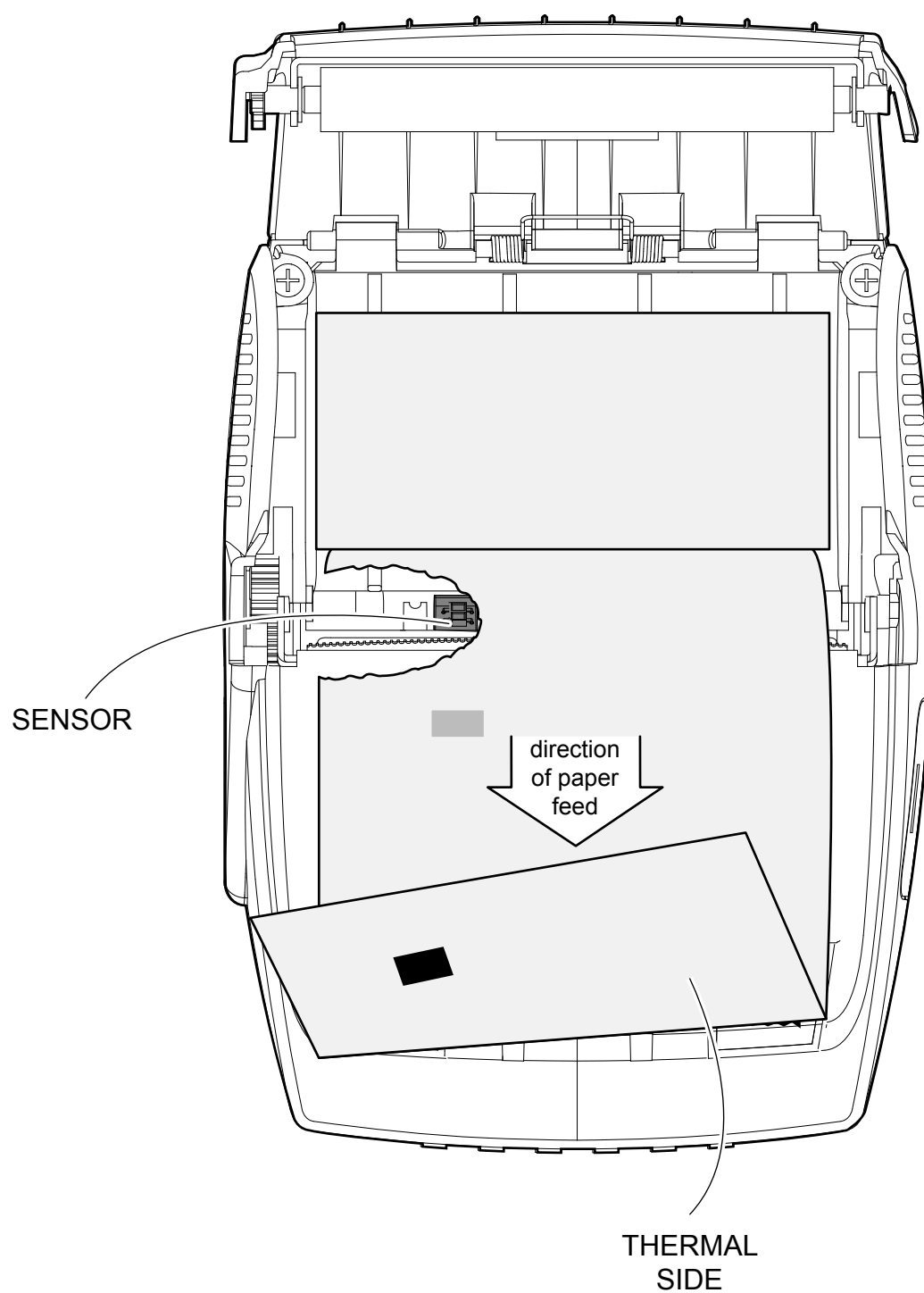
10.1 Enable alignment

Device is provided with one fixed sensor for alignment, placed on the upper flat of device.

To guarantee proper alignment is necessary to enable the BLACK MARK ALIGNMENT parameter during the setup procedure (see chapter 5).



The following image shows the size of paper used and the sensor used for the alignment.

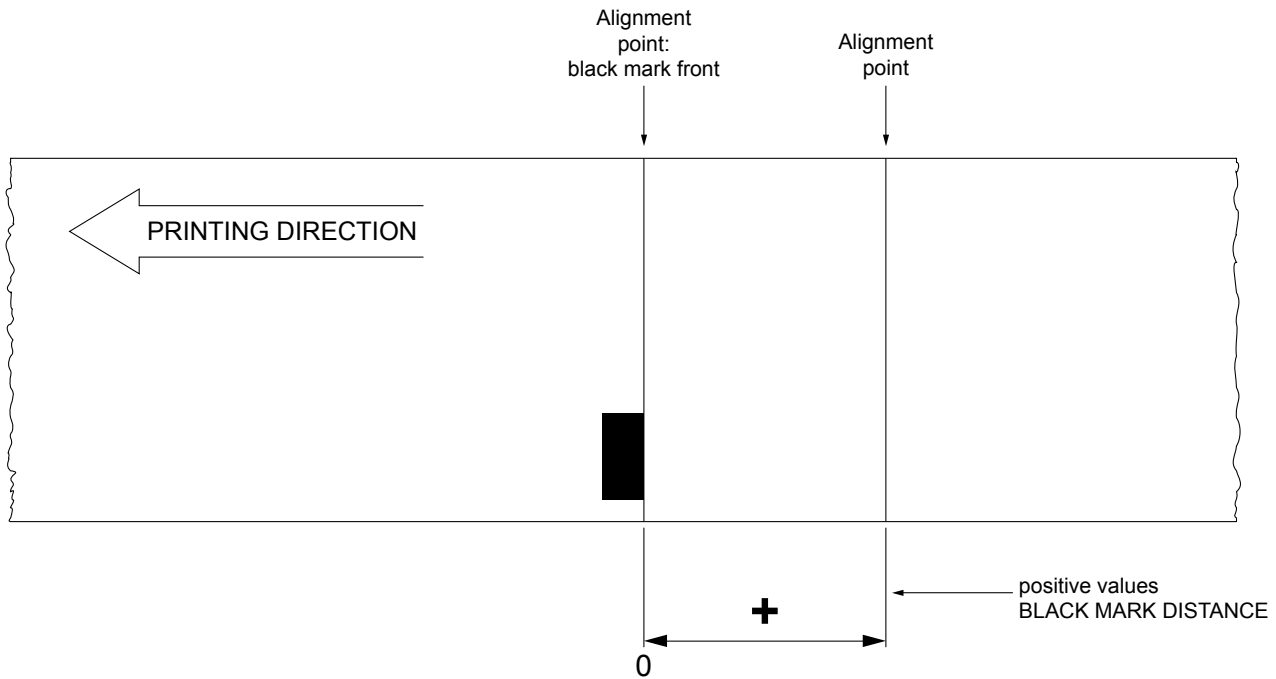


10.2 Alignment parameters

The “alignment point” is defined as the position inside the ticket to use for the black mark alignment.
The distance between the black mark edge and the alignment point is defined as BLACK MARK DISTANCE.

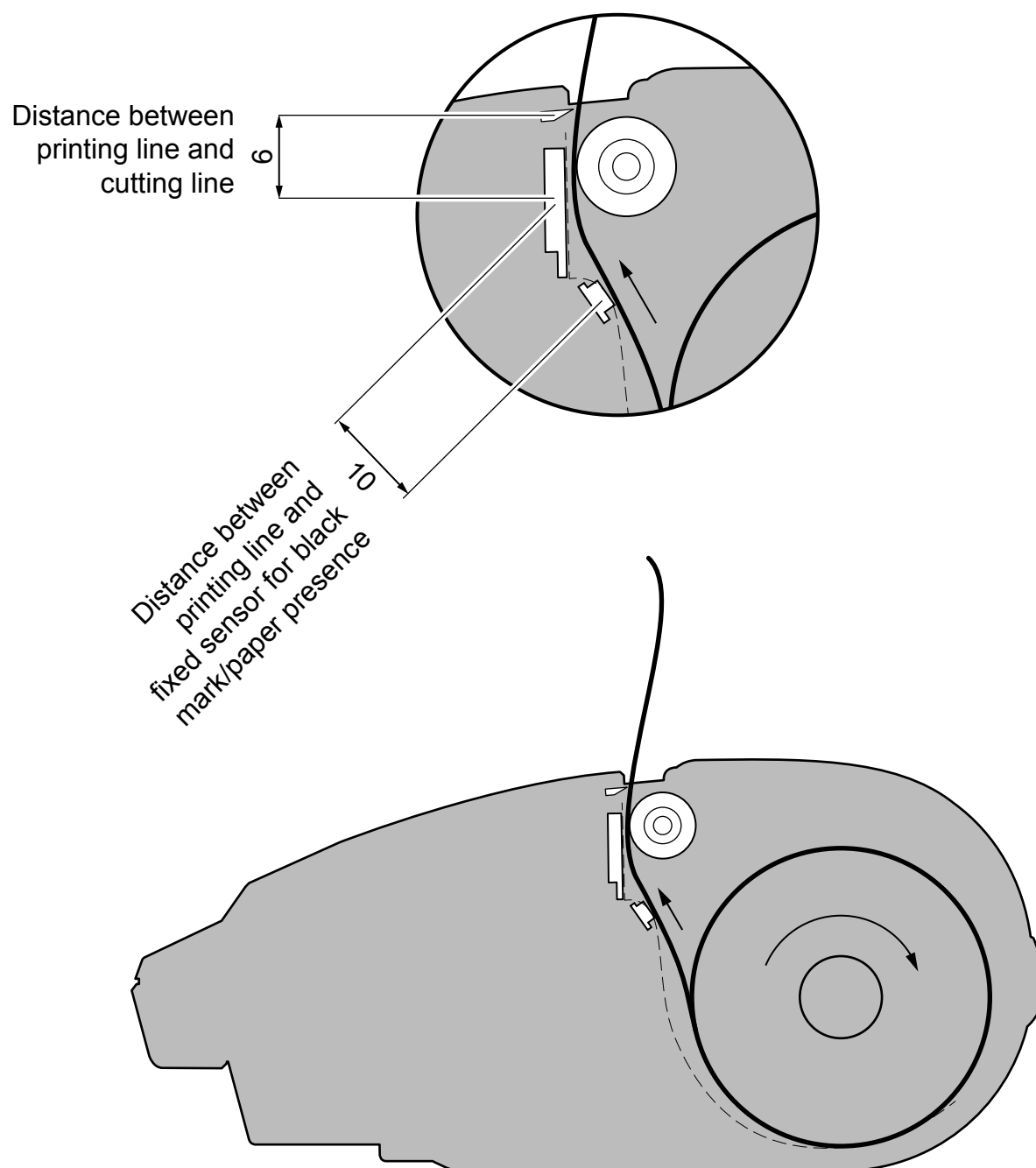
Referring to the front of the black mark, the value of BLACK MARK DISTANCE value varies from 0 mm minimum and 99.9 mm. maximum.

If the BLACK MARK DISTANCE value is set to 0, the alignment point is set at the beginning of the black mark.



The following figure shows a simplified section of the device with the paper path and the distances (in mm) between the alignment sensor, the print head, serrated blade (cutting line).

NOTE: All the dimensions shown in following figures are in millimetres.





CUSTOM/POS EMULATION

To define the alignment point you need to set the device parameters that compose the numerical value of the BLACK MARK DISTANCE parameter. (see par. 5.4).

For example, to set a black mark distance of 15 mm between the black mark and the alignment point, the parameters must be set on the following values:

BLACK MARK DISTANCE [mm x 10]	: 1
BLACK MARK DISTANCE [mm x 1]	: 5
BLACK MARK DISTANCE [mm x .1]	: 0

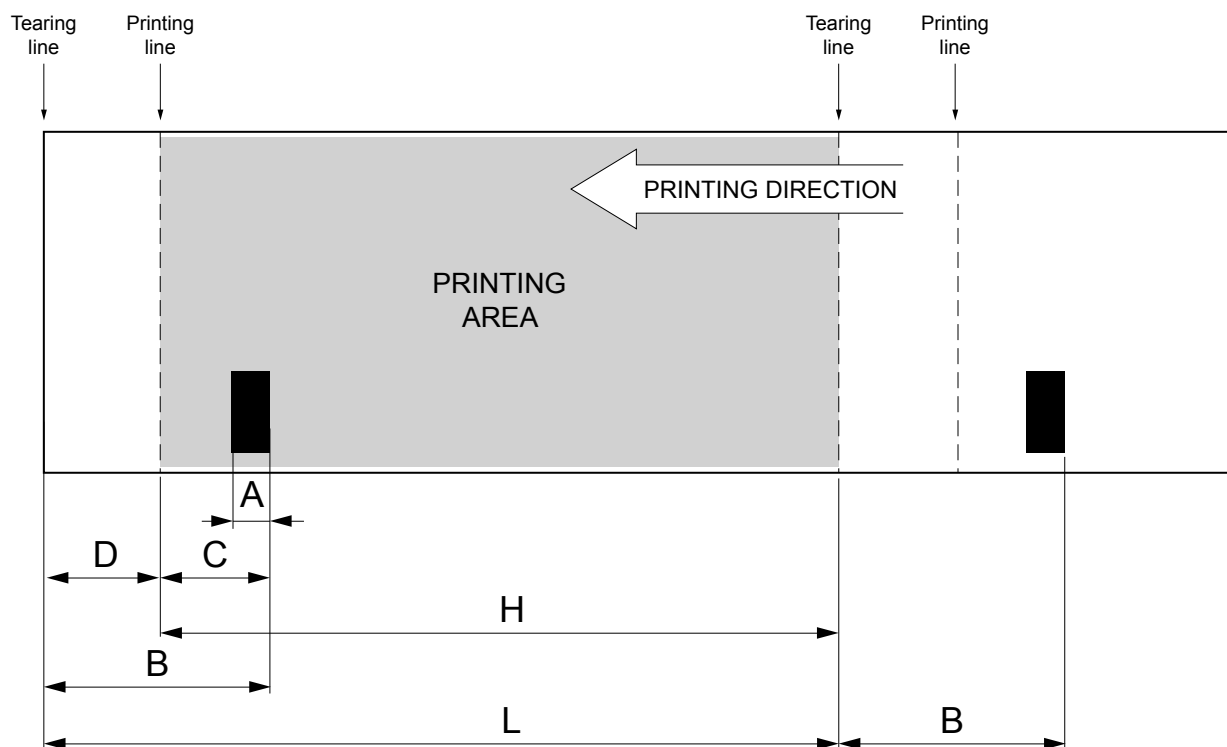
The BLACK MARK DISTANCE parameter, may be modified as follows:

- during the setup procedure of the device (see chapter 5)
- by driver

10.3 Printing area

In order to print ticket containing only one black mark and to not overlay printing to a black mark (that will make it useless for the next alignment), it is important to well calibrate the height of the printing area of ticket according to the inter-black mark distance.

The following figure shows an example of tickets.



- A "width black mark" = 4÷12 mm
- B "Distance between black mark front/Tearing line" = 19 mm (fixed distance)
- C "Distance between black mark front/Printing line" = 10 mm (fixed distance)
- D "Distance between Printing line/Tearing line" = 9 mm (fixed distance)
- H Distance between the first and the last print line, called "Height of the printing area"
- L Ticket length.

To use all the black marks on the card, you must comply with the following equation::

$$H + D \leq L$$





11 TROUBLESHOOTING GUIDE

TROUBLE	PAGE
DEVICE DOES NOT TURN ON	
Briefly press the ON / OFF. The status LED flashes green.	15
Recharge the battery and retry.	38 - 39
Disconnect the battery pack and reconnect.	38
Replace the battery pack.	38
PAPER DOES NOT FEED	
Check that the paper roll follows the rotation direction indicated and be sure the paper compartment cover is correctly closed.	40
Clean the rubber roller.	56
Recharge the battery and retry.	38 - 39
WRONG SIGNAL OF PAPER END	
Check that the paper roll follows the rotation direction indicated.	40
If the parameter BLACK MARK ALIGNMENT is enabled, but using paper without black mark, the printer is unable to recognize the end of the paper. Disable the parameter.	48 - 50
If the parameter BLACK MARK ALIGNMENT is disabled, but using paper with black mark, the device may recognize the black mark as the end of the paper. Enable parameter.	48 - 50
POOR PRINT	
Check the paper specifications.	62
Set the parameter PRINT DENSITY with a higher value. To print labels set the parameter PRINT DENSITY with value LABEL.	48 - 50



TROUBLE	PAGE
Set in the parameter SPEED / QUALITY the NORMAL value.	47 - 49
Clean print head.	49
Recharge the battery and retry to device.	38 - 39
Replace the battery pack.	38

COMMUNICATION ERROR

If you use the USB port, verify that the connection is correct.	19
If you are using Bluetooth technology, verify the Bluetooth setting on the device.	44 - 45
Turn the device off and on again.	37
Recharge the battery and retry.	38 - 39
Enter the Hexadecimal Dump mode and send a command.	51

12 TECHNICAL SERVICE

In case of failure, send the 4 pieces of information listed below to our support team:

1. Product code
2. Serial number
3. Hardware release
4. Firmware release

To get the necessary data, proceed as follows:

1

XXXXXXXXXXXXXXXXXX
Rx



00000000000000000000

Write down the data printed on the product label (see per. 2.3).

2

<device name>
- rel 1.00

BOOT LOADER
- rel 1.00

PRINTER SETUP

PRINTER TYPE = <device name>
HEAD VOLTAGE = 07.88

FW

Print a setup report (see paragraph 5.1)
The setup report shows the firmware release.

3



↓

Customer Service Department:

support@custom.it

(worldwide)

or

support@customamerica.com

(specific for North/South American customers)

Send an e-mail to the technical service,
with the data collected.





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