USER MANUAL

P3L

CUSTOM

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

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 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 *(Electromagnetic compatibility of multimedia equipment - Emission Requirements)*
- EN EN55024/EN55035 *(Electromagnetic compatibility of multimedia equipment - Immunity requirements)*
- EN IEC/EN62368-1 *(Audio/video, information and communication technology equipment)*

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators.
The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



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 2012/19/EU, 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.
- For the waste sorting of the packaging materials, please check the local waste disposal laws.



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

FCC STATEMENT
(FEDERAL COMMUNICATIONS COMMISSIONS).

This note is valid only for device bringing FCC trademark.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:
The devices may not cause harmful interference.
The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:
Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by CUSTOM S.p.A. could void the FCC & Industry Canada regulations and negate your authority to operate the product.

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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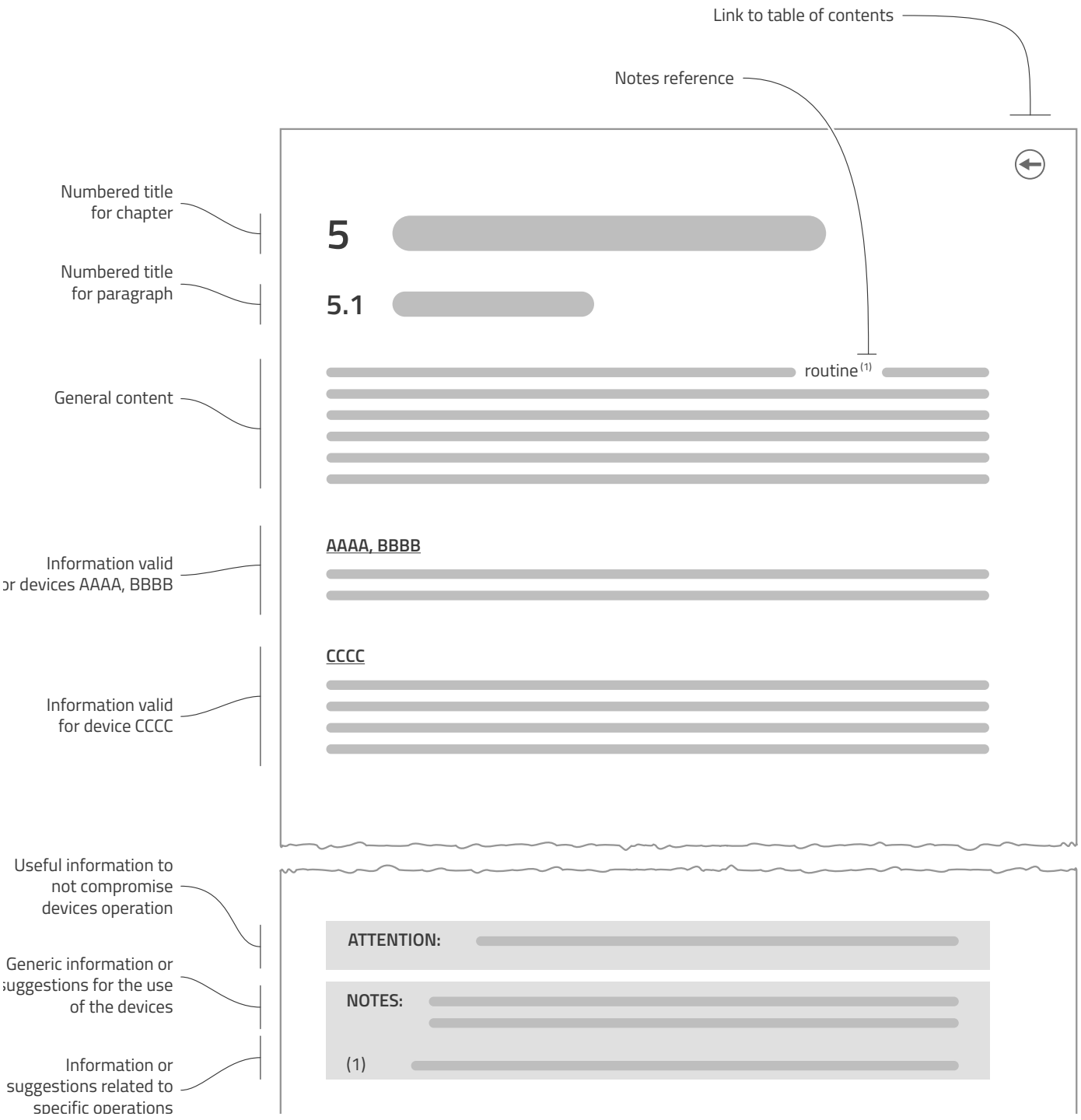
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1 INTRODUCTION

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.

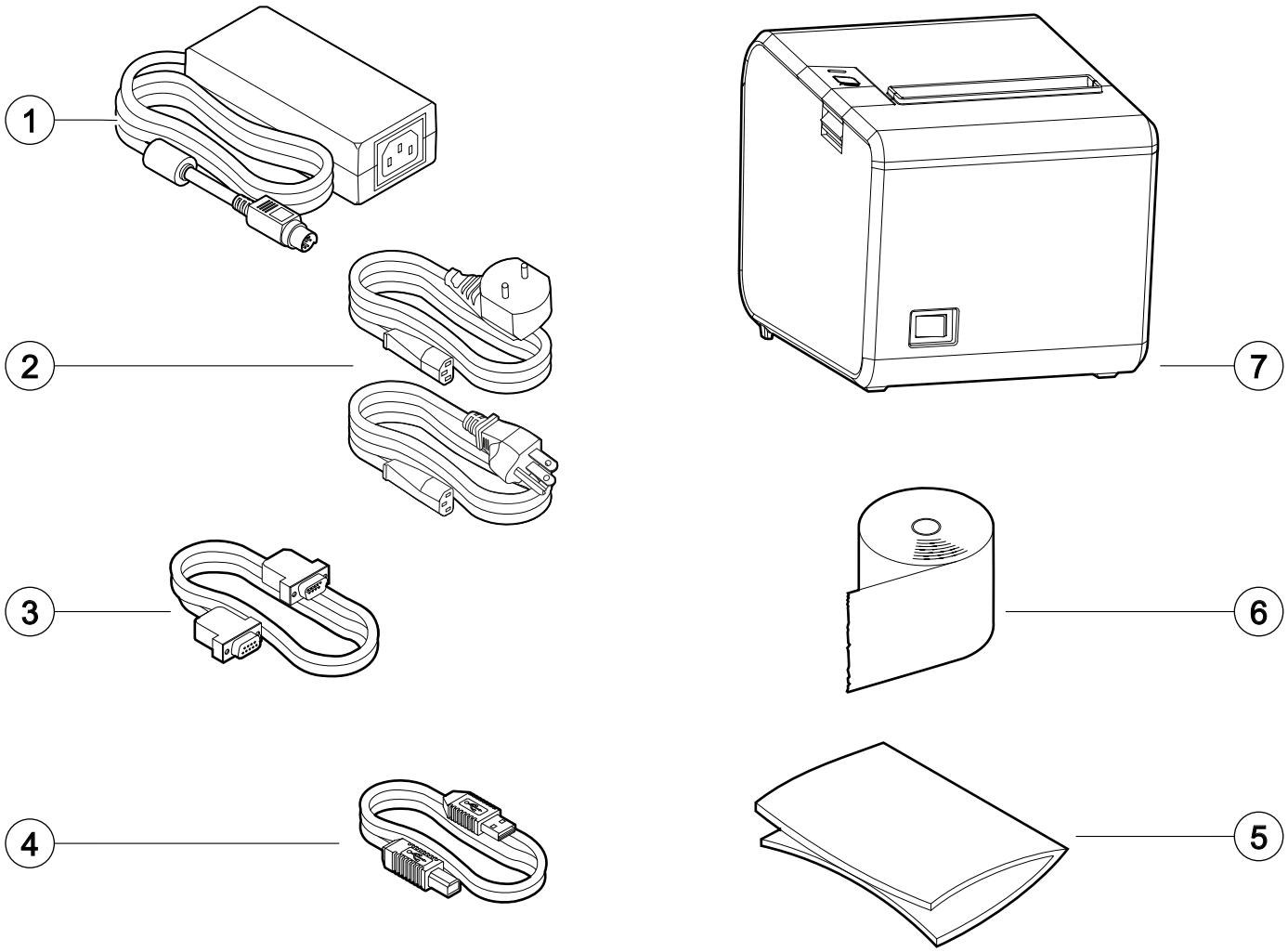


2 DESCRIPTION

2.1 Box contents

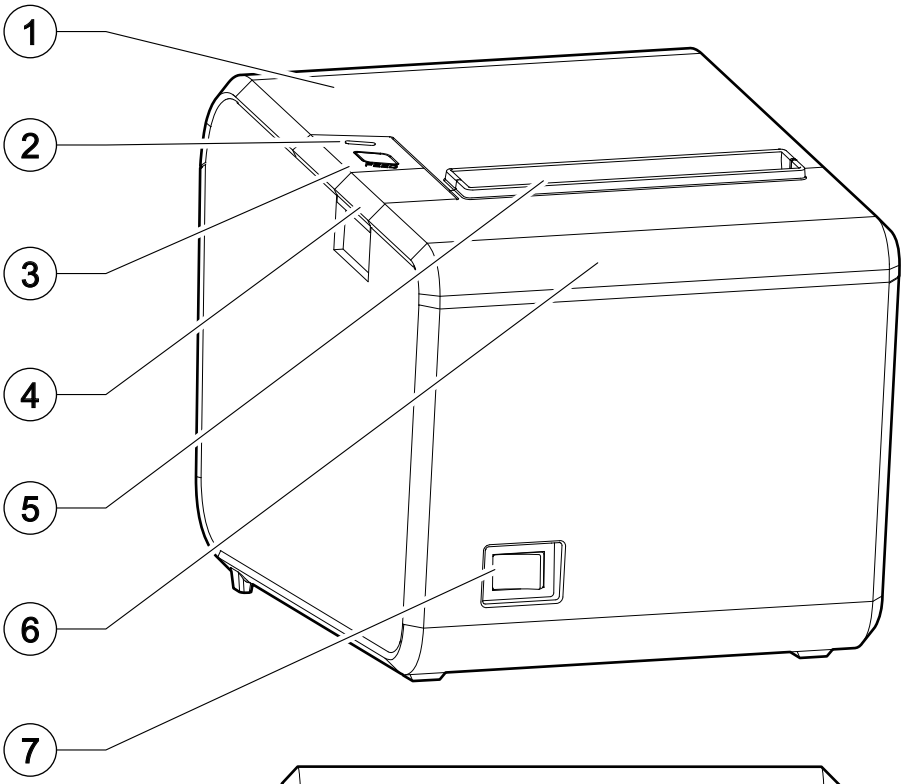
Remove all the box contents (see following figures) being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact Customer Service.

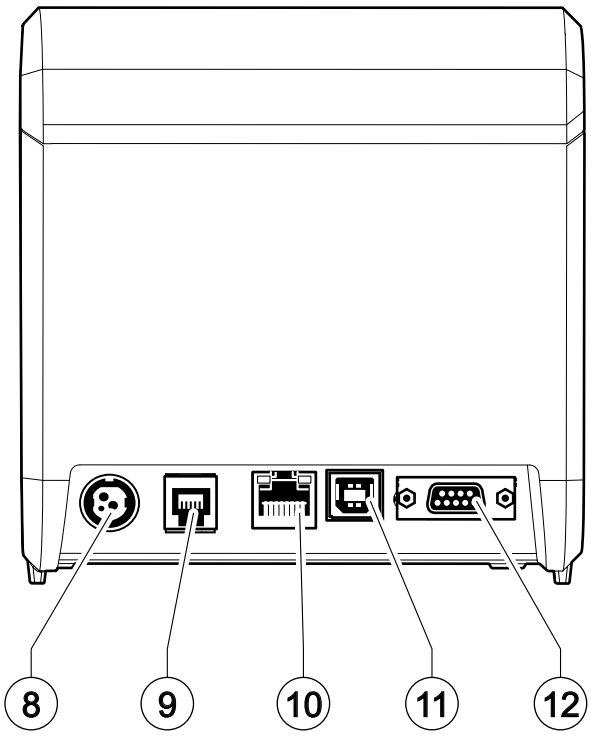
1. AC adapter
2. Standard AC power supply cable or US market AC power supply cable
3. Serial cable
4. USB cable
5. Documentation (Short guide)
6. Paper roll
7. Device



2.2 Device components: external views

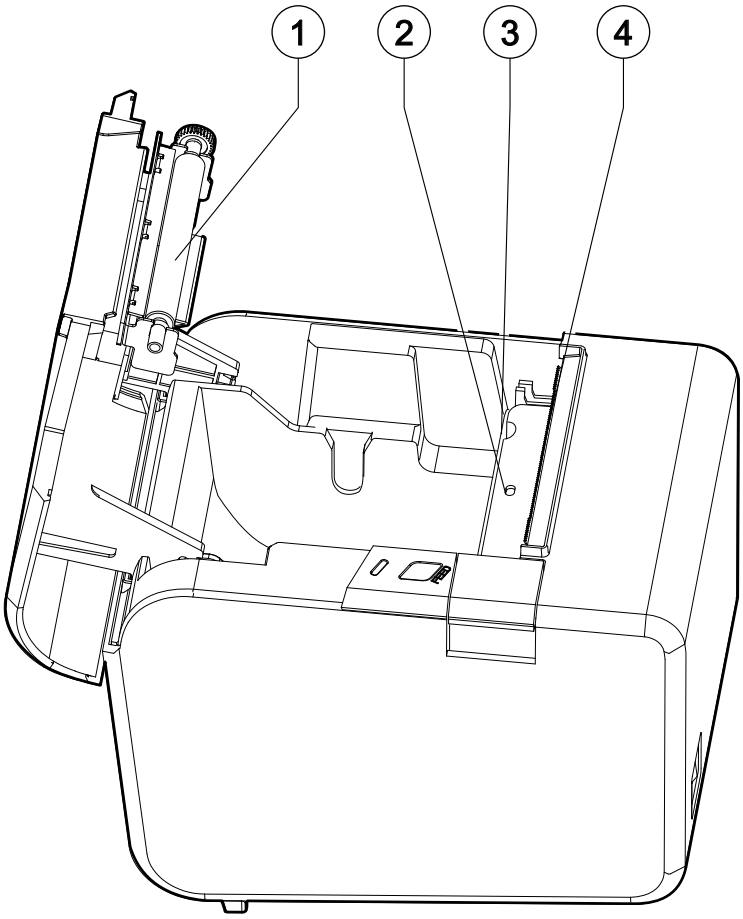
1. Paper compartment cover
2. Status LED
3. FEED key
4. OPEN key
5. Paper out
6. Autocutter cover
7. ON/OFF key
8. Power supply port
9. Cash drawer port
10. Ethernet port
11. USB port
12. RS232 port





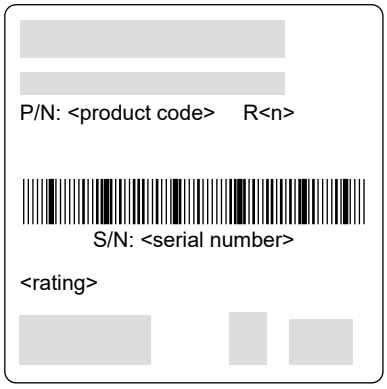
2.3 Device components: internal views

1. Platen roller
2. Sensor for detecting low paper
3. Printhead
4. Autocutter



2.4 Product label

The main data used to identify the machine are shown on the label attached to the bottom of the device.
In particular, it shows the electrical data for the connection to a power source. It also shows the product code, the serial number and the hardware revision (R).



2.5 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.

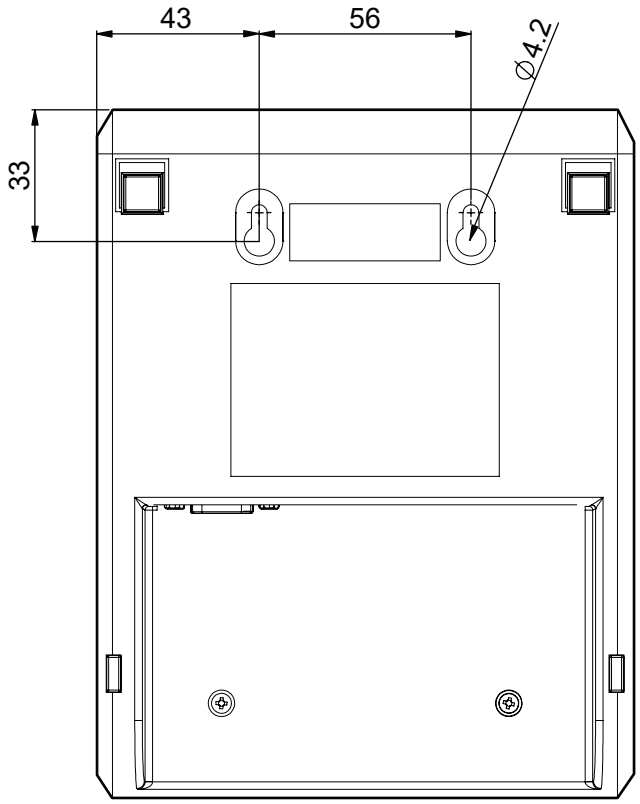
STATUS LED		DESCRIPTION
-	OFF	DEVICE OFF
GREEN	ON	PRINTER ON: NO ERROR
RED RECOVERABLE ERROR	X2	DEVICE MECHANISM INSTALLATION ERROR / TEMPERATURE BELOW -50 °C
RED RECOVERABLE ERROR	X3	LOW PAPER
RED RECOVERABLE ERROR	X4	AUTOCUTTER ERROR
RED RECOVERABLE ERROR	X5	TEMPERATURE ABOVE 80 °C
RED RECOVERABLE ERROR	X6	COVER IN OPEN
RED UNRECOVERABLE ERROR	X10	FLASH ERROR

3 INSTALLATION

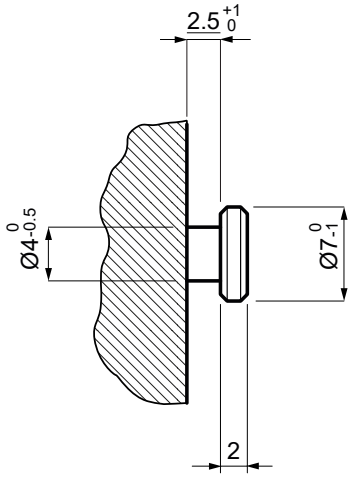
3.1 Wall mounting

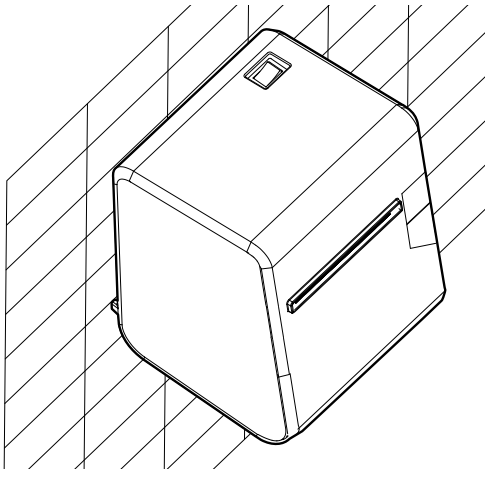
The device is equipped with two slots for mounting on pins for vertical mounting capability of the machine.

The arrangement is placed at the bottom of the machine (see figure below).
The dimensions shown in the image are expressed in millimetres.



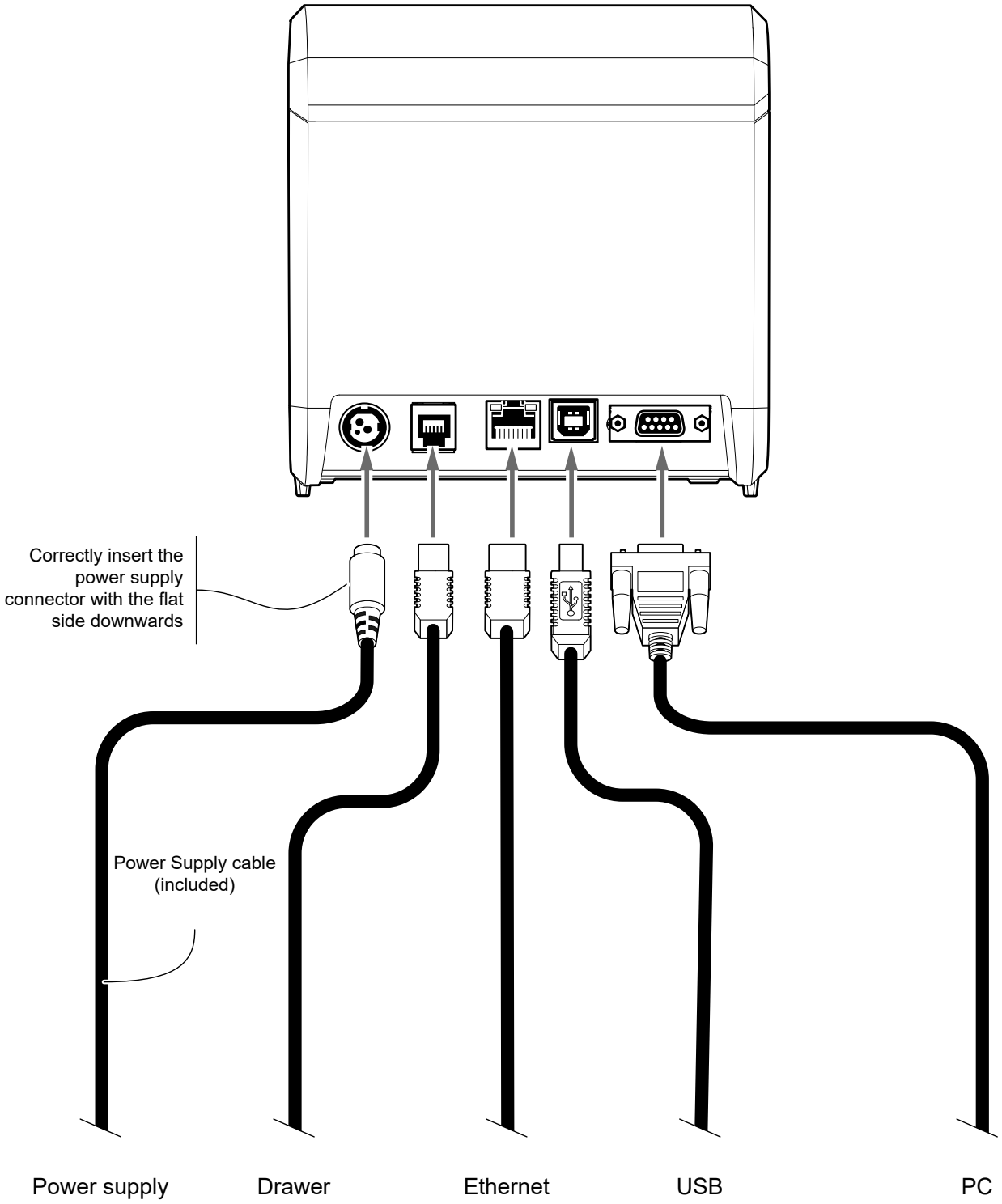
Attach two pins to the wall using the measurements shown on the previous image.
The dimensions of the fixing pins are provided below. The dimensions shown in the image are in millimetres.





3.2 Connections

The following figure shows the possible connections for the device. When the RS232 and USB communication cables are connected to the device at the same time, communication takes place via the USB port.



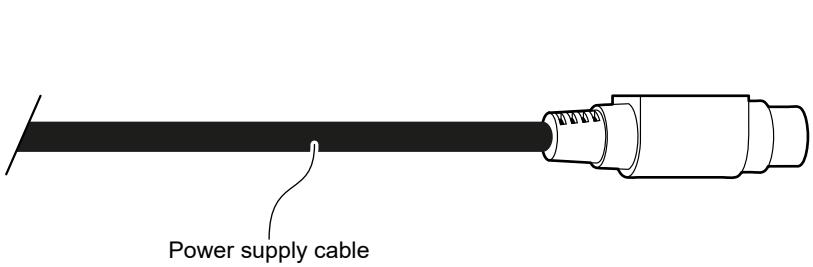
3.3 Pinout

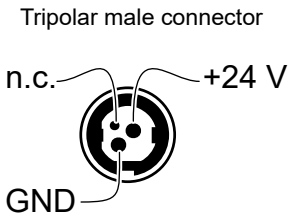


POWER SUPPLY
Tripolar female connector

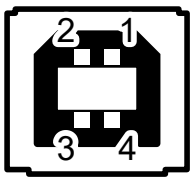
1	GND
2	+24 Vdc
3	GND
4	Frame GND

The following figure shows the connector pinout of power supply cable:



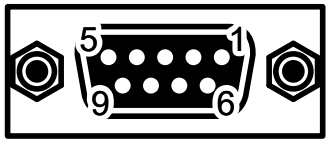


ATTENTION:
Respect power supply polarity.



USB INTERFACE
Female USB type B connector

1	USB0-VBUS	(in)
2	D0 -	(in/out)
3	D0 +	(in/out)
4	GND	
SH1	SHIELD	
SH2	SHIELD	



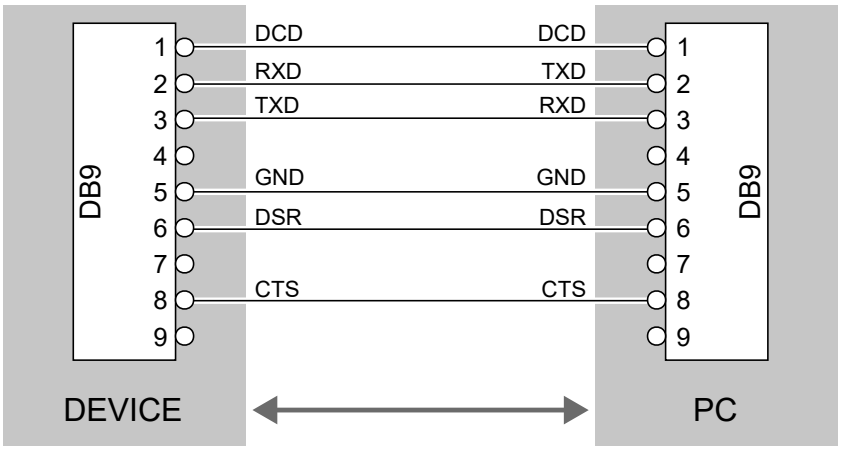
RS232 SERIAL INTERFACE

Female DB9 connector

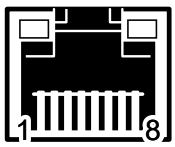
1	DTR	
2	TX	During transmission, takes the values -VRS232 and + VRS232 depending on data
3	RX	During reception, takes the values -VRS232 and +VRS232 depending on data
4	DSR	
5	GND	
6	DTR	When +VRS232, device is power on
7	CTS	
8	RTS	When +VRS232, device is ready to receive data
9	n.c.	

Given the presence of the RS232 standard, logic value “0” corresponds to the voltage value +VRS232 (voltage value between +3Vdc and +15Vdc) and logic value “1” corresponds to the voltage value -VRS232 (voltage value between -3Vdc and -15Vdc.

The following picture shows an example of connection between the device and a personal computer using a 9 pin RS232 serial connector:



When use a serial cable, we recommend the installation of a ferrite core on the power supply cable..



ETHERNET INTERFACE

Female RJ45 connector

1	TPOUT +
2	TPOUT -
3	TPIN +
4	GND
5	GND
6	TPIN -
7	n.c
8	n.c
9	+3.3 V
10	LED-LAN
11	+3.3 V
12	LED-LNK
13	Shield
14	Shield

The functionality of two LEDs are specified in following tables:

LED	FUNCTION
LED-LNK	Link (yellow color): the LED lights up when a connection is active.
LED-LAN	Rx/Tx: (green color): the LED lights up when occurs a data reception or transmission.

To directly connect the device to a Personal Computer, use a Cross-Over Ethernet cable.

To connect the device to a hub device, use an UTP Ethernet cable (Pin to Pin).

The pinout shown in table represents the input signals to component J5 before the isolation voltage transformer (through-hole pin).

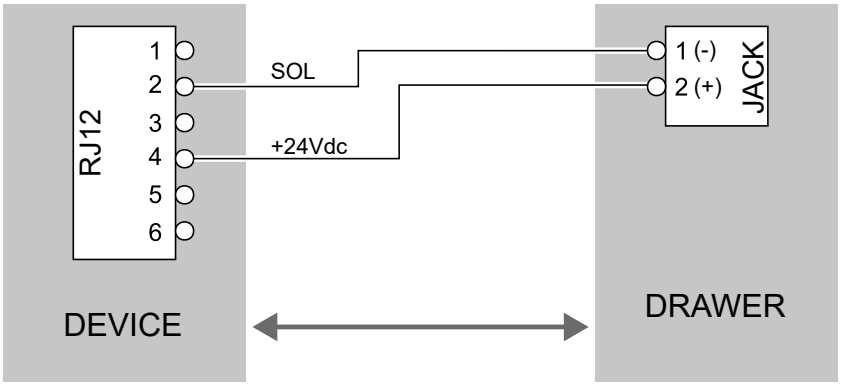


DRAWER CONNECTOR

Female RJ12 connector

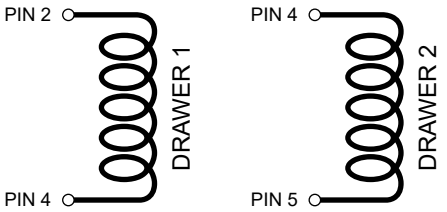
1	GND		
2	SOL1	(out)	Drawer 1 command (open collector)
3	CASS	(in)	Drawer status
4	+24 Vdc		
5	SOl2	(out)	Drawer 2 command (open collector)
6	GND		

Use an adapter cable RJ12-Jack to connect the device to a cash drawer.
Refer to the picture below for the connector pin signals:



The solenoid of the drawer 1 must be connected from Pin 2 to Pin 4 on the drawer connector.

The solenoid of the drawer 2 must be connected from Pin 4 to Pin 5 on the drawer connector.



3.4 Driver and SDK

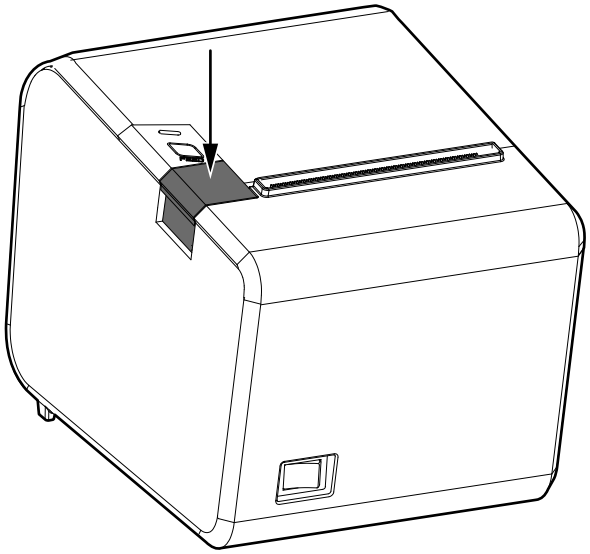
In the website www.custom4u.it are available the drivers for the following operating system:

OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows 7 (32/64 bit)	From the Start menu, press Run and type-in the path where the SW was saved on PC, then click OK. Follow the instructions on the screen to install the driver.
	Driver for Windows 8 (32/64 bit)	
	Driver for Windows 8.1 (32/64 bit)	
	Driver for Windows 10 (32/64 bit)	

4 OPERATION

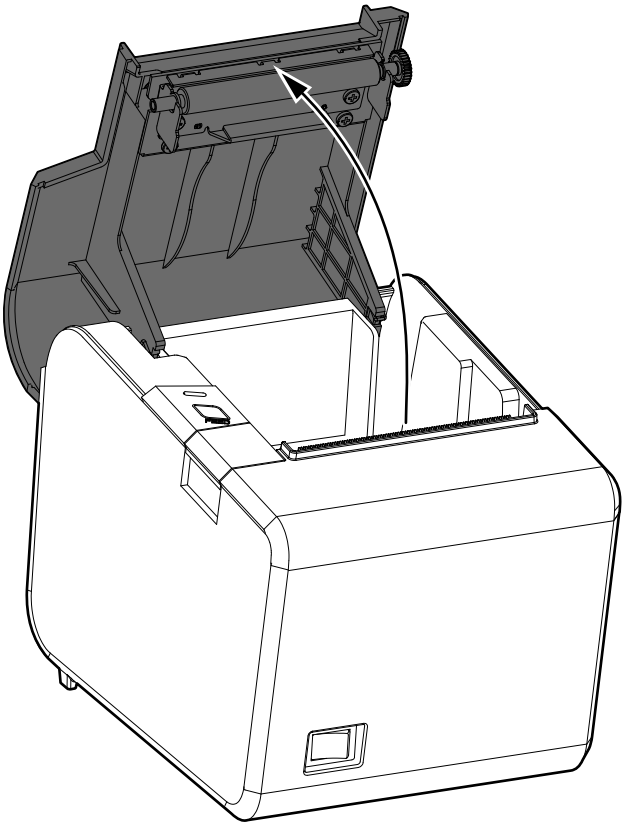
4.1 Opening the cover

1



Press the OPEN key
to open the device cover.

2

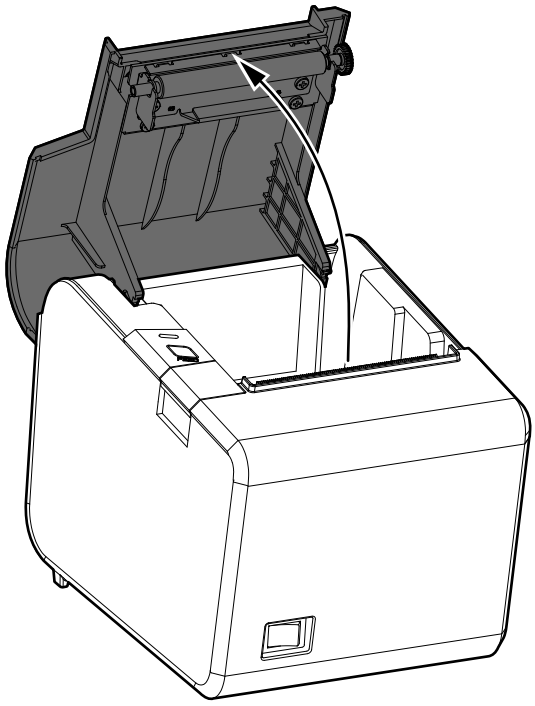


The device cover opens automatically.

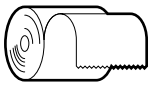
4.2 Adjusting the paper width (optional)

The device can be optionally equipped with an adapter for the regulation of paper width to use.
To adjust the paper width, proceed as follows.

1

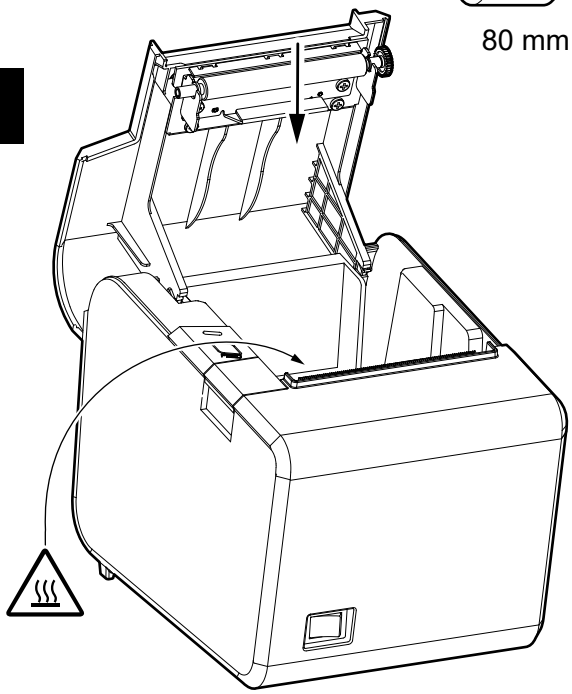


Open the device cover
(see paragraph 4.1).



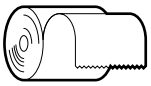
80 mm

2

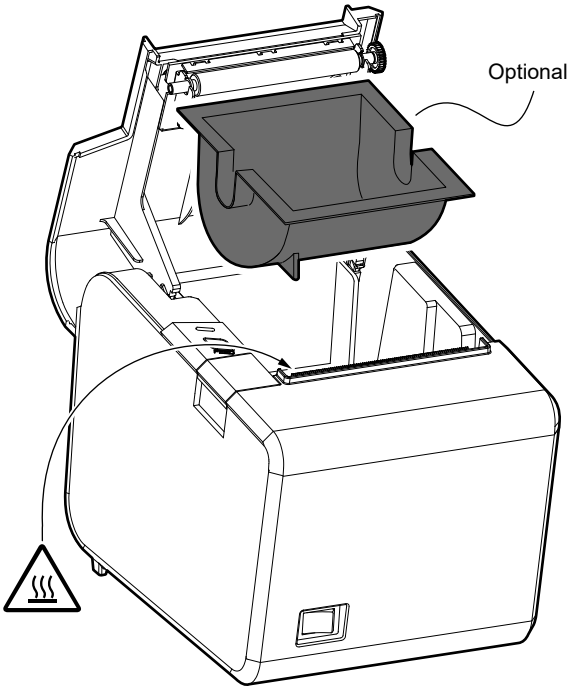


In standard configuration,
device handles 80 mm paper width.

3



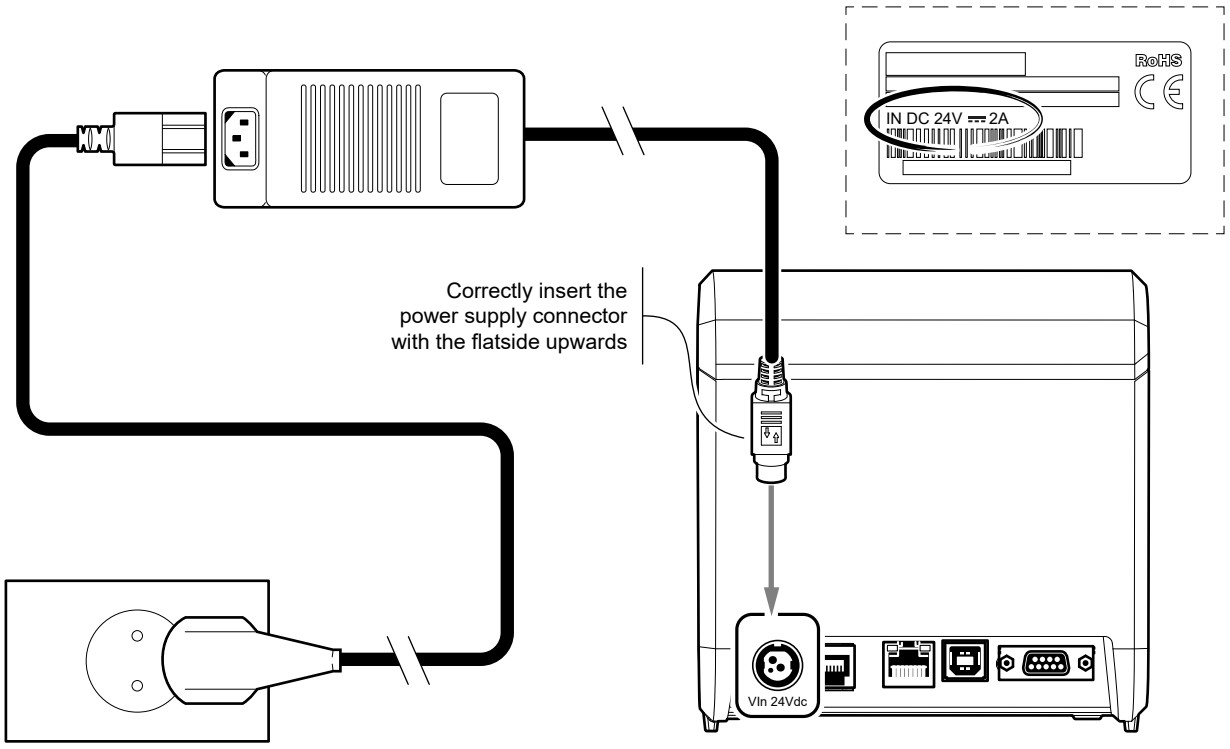
58 mm



To use 58 mm paper widths insert the adapter into the paper compartment supplied as an accessory
(see chapter 8).

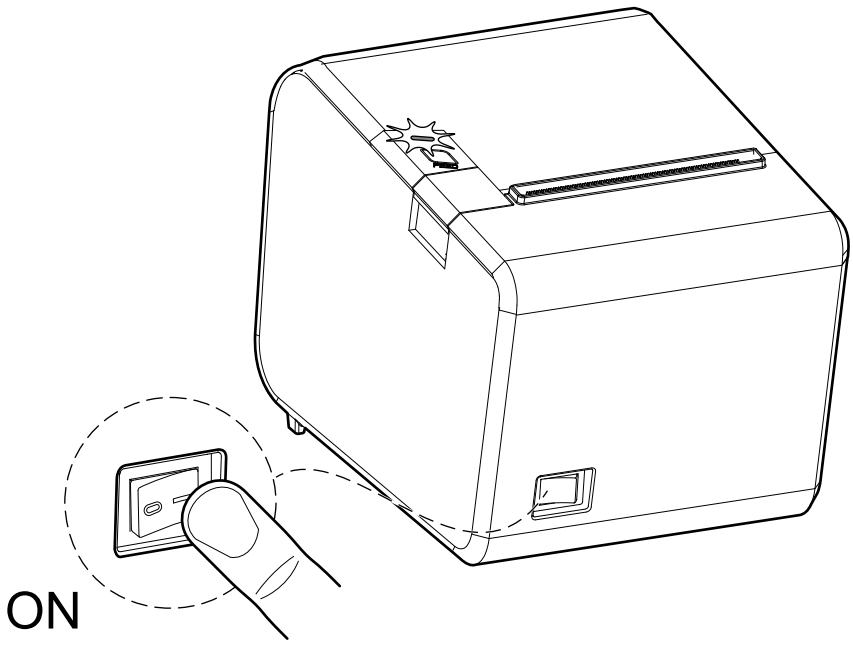
4.3 Switch the device ON/OFF

1



Connect the power adapter (supplied) to the device and the mains outlet.
Use the type of electrical power supply indicated on the label.

2

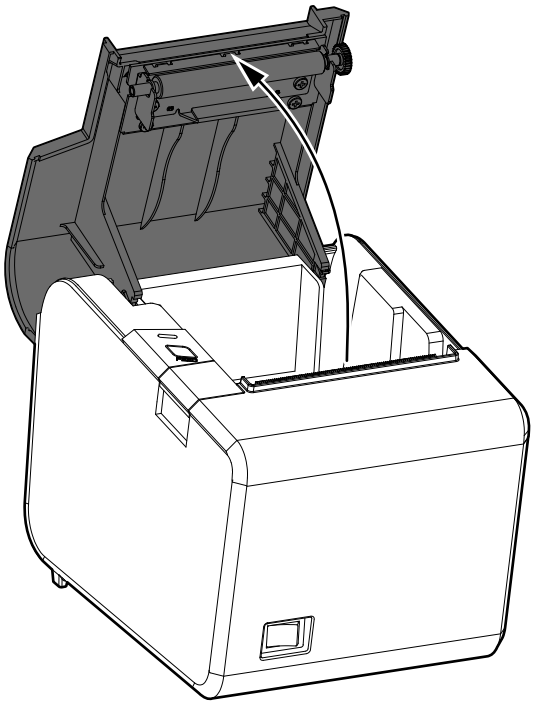


Switch device on pressing ON/OFF key, the indicator light is switched on and the device is ready.
Switch device off pressing ON/OFF key.

4.4 Loading the paper roll

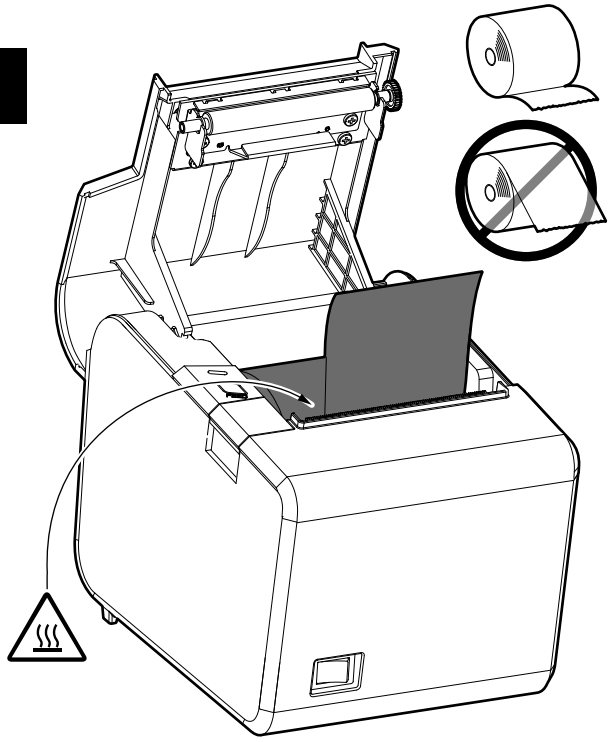
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



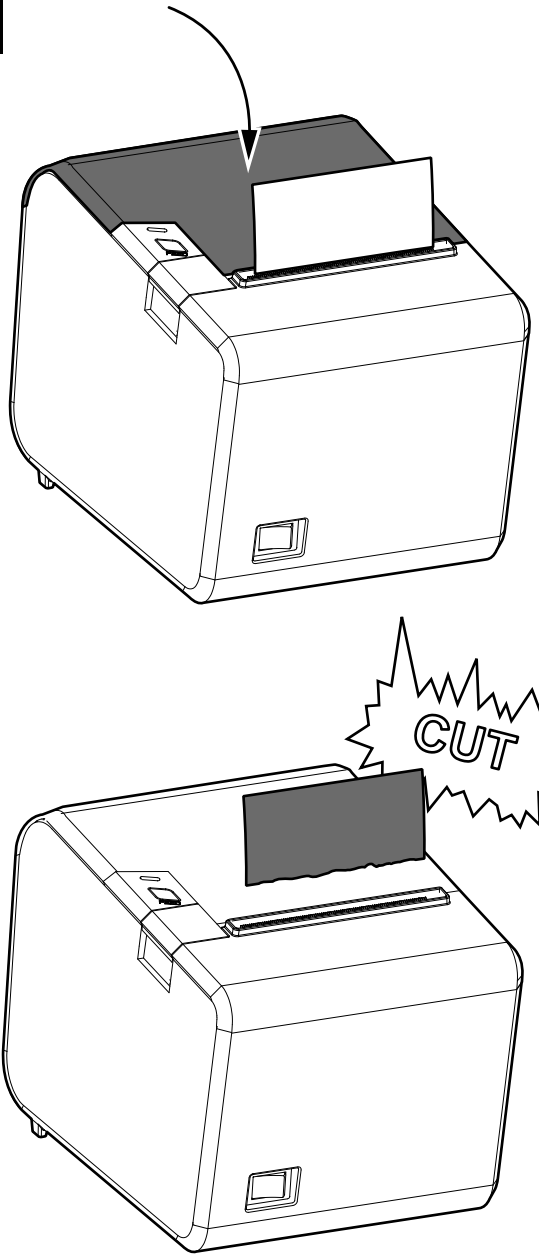
Open the device cover paragraph 4.1) and, if necessary, adjust the paper width (see paragraph 4.2).

2



Place the roll in the paper compartment and pull out the paper for a few centimetres.

3



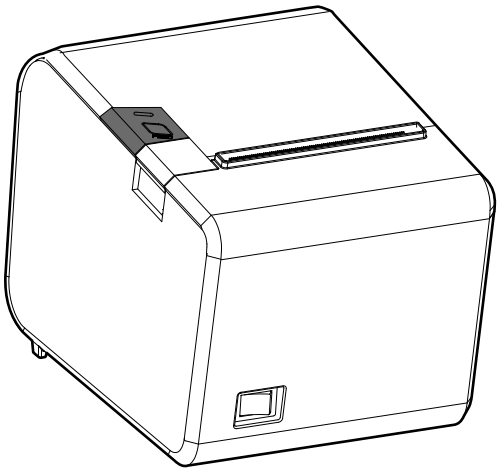
Close the device cover and wait until the paper is loaded and automatically cut off.

5 CONFIGURATION

5.1 Self test print

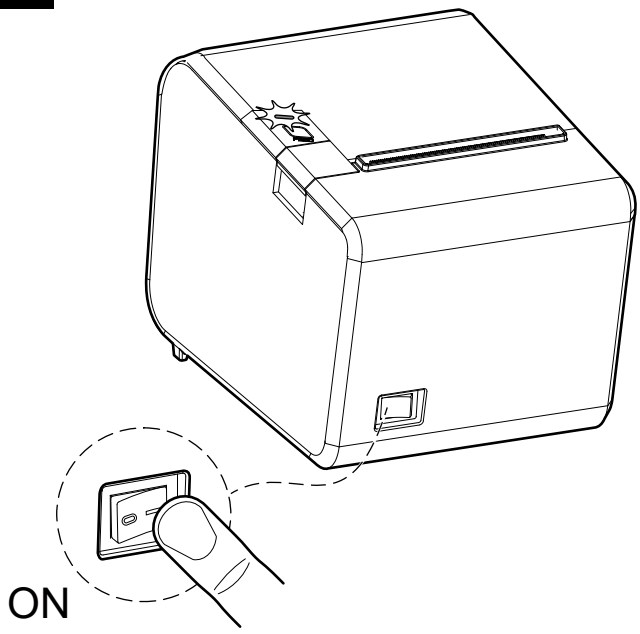
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



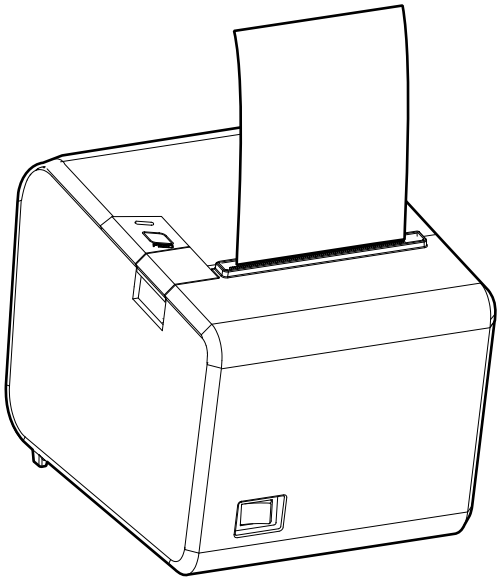
To enter the SELF TEST mode press the FEED key.

2



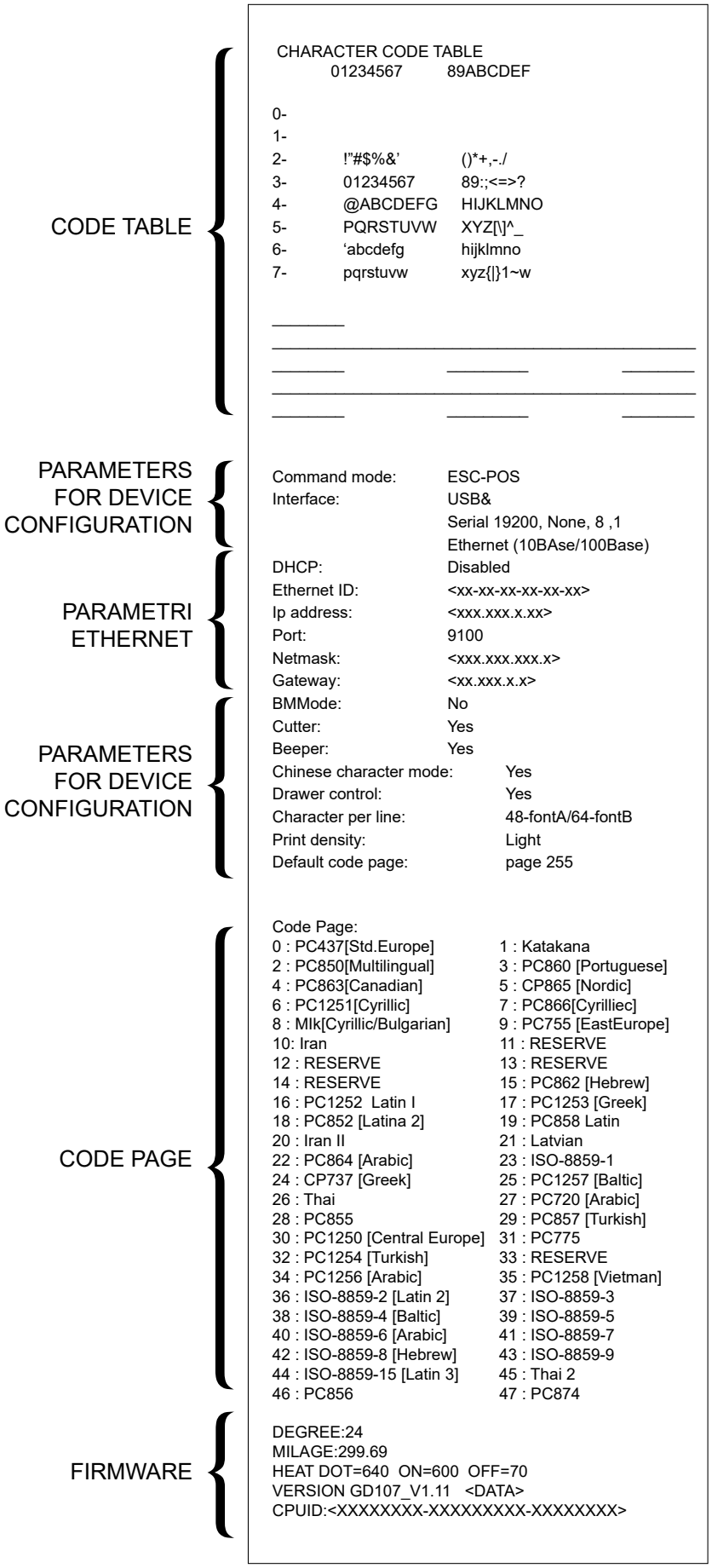
While pressing the FEED key, switch on the device by pressing the ON/OFF key.

3



The device prints the list of parameters.
To configure the parameters use the “Printer Tool” tool available on the website www.custom4u.it.

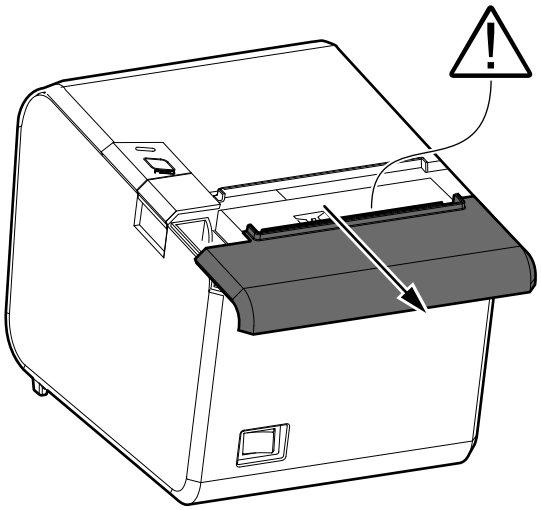
The following figures shows the device self test reports. The shown values for parameters are sample values.



6 MAINTENANCE

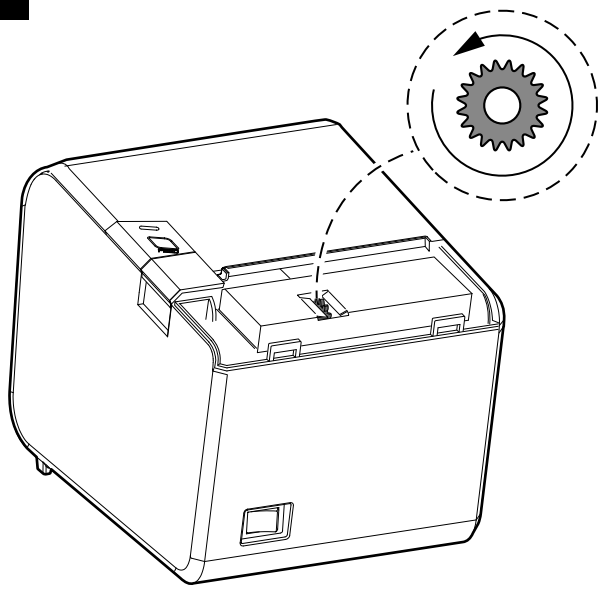
6.1 Autocutter paper jam

1



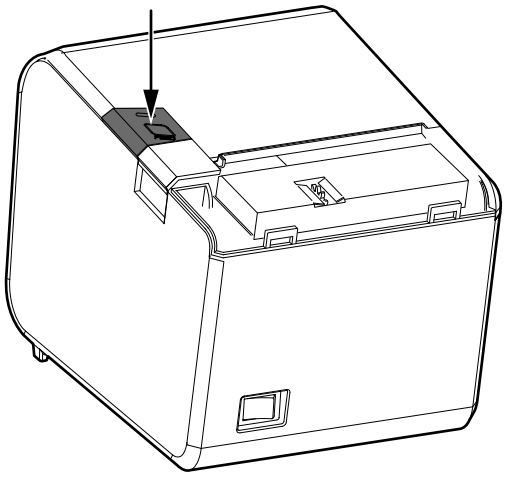
Remove the cutter cover pay attention to not work near the cutter blade with the finger, because the rotary cutter blade exposes its sharp part.

2



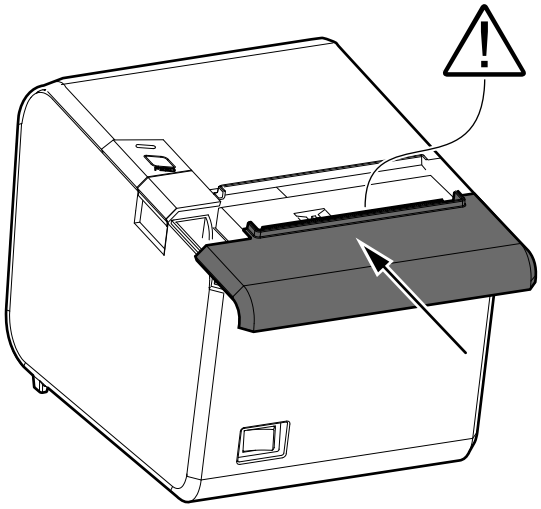
Rotate the gear in the direction it opposes less resistance.

3



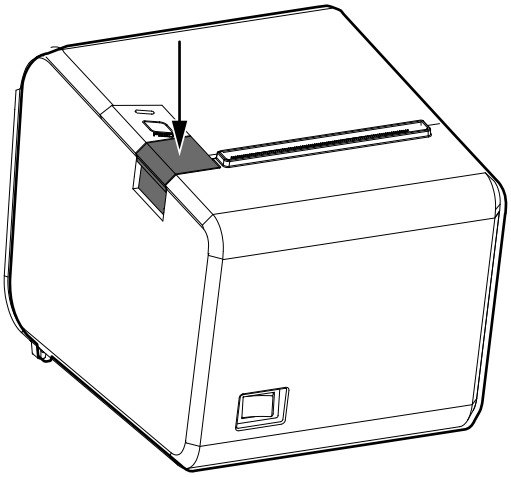
Press the FEED key.
If the problem is not solved, contact the technical assistance service.

4



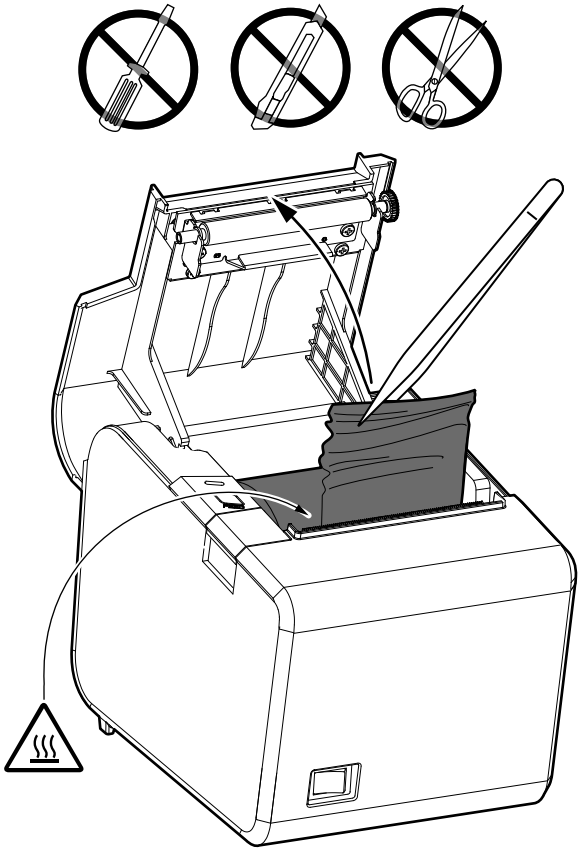
Refit the previously removed cutter cover.

5



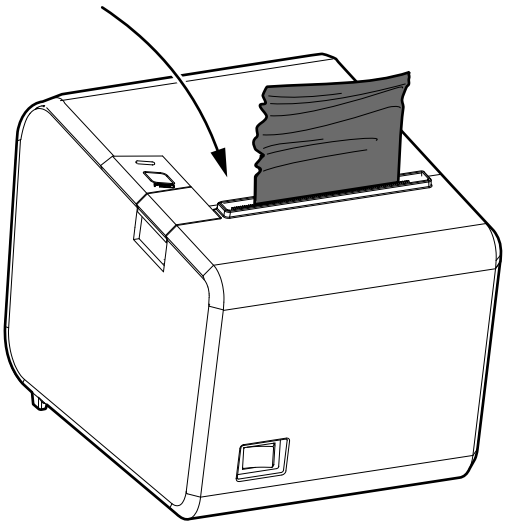
Press and holold the OPEN key
to open the device cover.

6



Lift the damaged paper; check and remove any scraps
of paper along the path of the blade.

7



Pull the paper so that the damaged part remains
outside the printer and lower the cover.

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

For specific procedures, see the following pages.

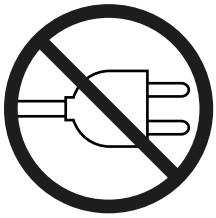
EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Platen roller	Use isopropyl alcohol
EVERY 5 PAPER CHANGES	
Autocutter	Use compressed air
Paper path	Use compressed air or tweezers
Sensors	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Chassis	Use compressed air or a soft cloth

6.3 Cleaning

For periodic cleaning of the device, see the instructions below.

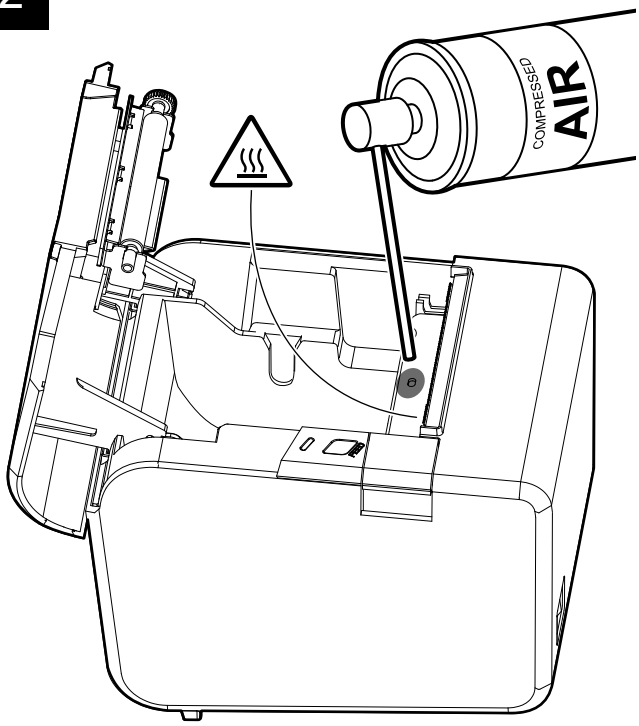
Sensor

1

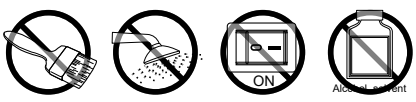


Disconnect the power supply cable and open the device cover (see paragraph 4.1).

2



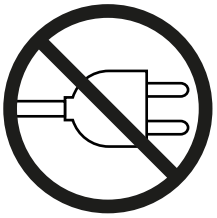
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the device sensors by using compressed air.

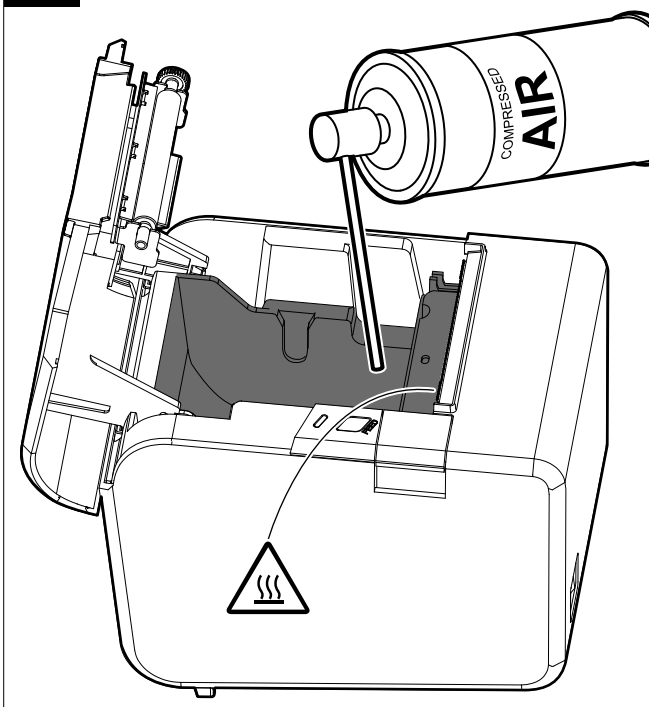
Paper path

1

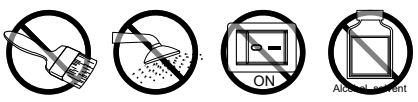


Disconnect the power supply cable and open the device cover (see paragraph 4.1).

2



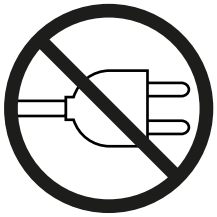
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

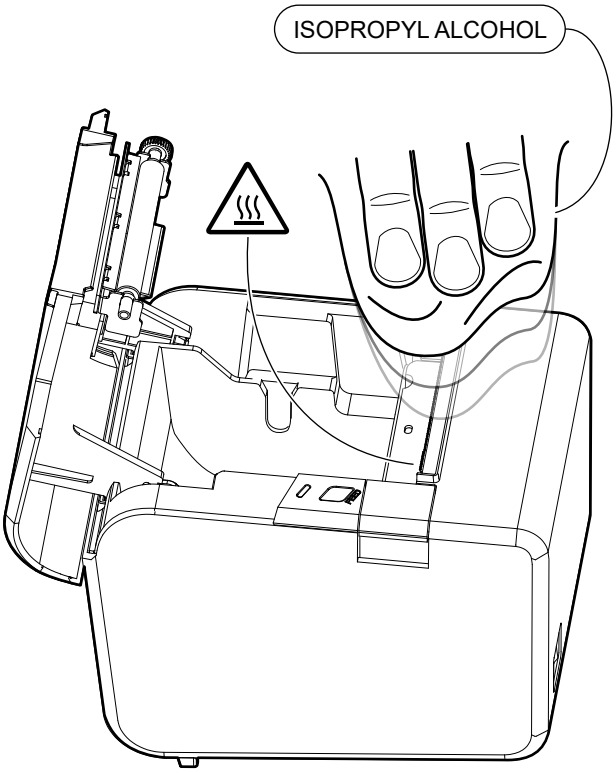
Printhead

1



Disconnect the power supply cable and
open the device cover (see paragraph 4.1).

2



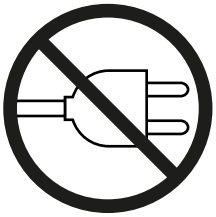
ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

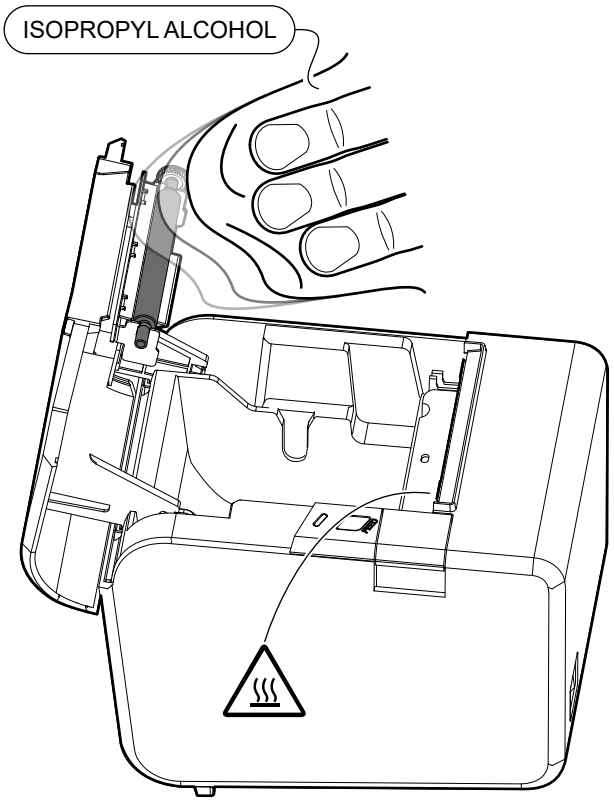
Platen roller

1



Disconnect the power supply cable and
open the device cover (see paragraph 4.1).

2



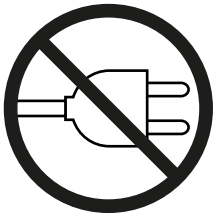
ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

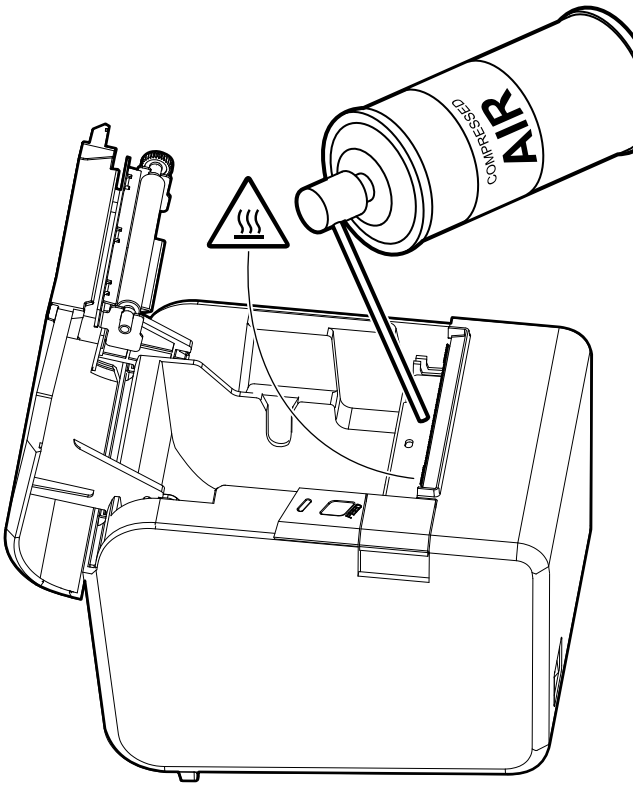
Autocutter

1

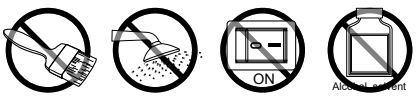


Disconnect the power supply cable and open the device cover (see paragraph 4.1).

2



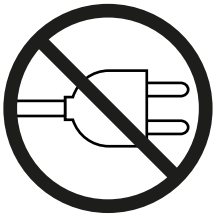
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the autocutter compartment from the inside using compressed air.

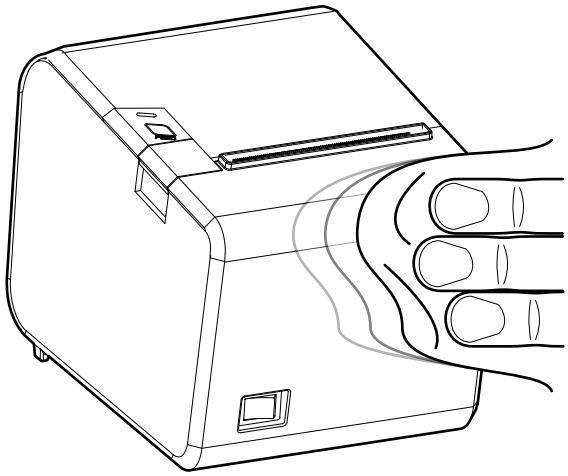
Chassis

1

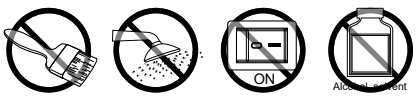


Disconnect the power supply cable.

2



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

7 SPECIFICATION

7.1 Hardware specification

GENERALS	
Interfaces	USB port RS232 serial port Ethernet port Drawer port
MTBF (control board)	350000 hours
PRINTER	
Resolution	203 dpi (8 dot/mm)
Printing method	Thermal with fixed head (8 dot/mm)
Printing mode	Normal, 90°, 180°, 270°
Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
Head life [1]	
Abrasion resistance [2]	150 km (with recommended paper, 12.5% duty cicle)
Printing speed [1] [3]	200 mm/s
Character fonts	48 character code tables (see paragraph 7.2)
Printable barcode	1D: UPC-A, UPC-E, EAN8, EAN13, CODE39, ITF, I25, CODABAR, CODE128, CODE11, MSI 2D: PDF417, QRCODE, DATAMATRIX
PAPER	
Type of paper	Thermal rolls Heat-sensitive side on outside of roll
Paper width	80 mm ± 0.5 mm
Paper width (with paper width adapter)	58 mm ± 0.5 mm
Paper thickness	from 61 µm to 85 µm

Paper weight:	from 55 g/m² to 90 g/m²
Recommended types of paper	KANZAN KP460, KANZAN KLS46 MITSUBISHI PF5067, MITSUBISHI TL3000 MITSUBISHI TF7067, KANZAKI Lotto 500 RICOH 140GA, APPVION Alpha Plus 600-3.2
External roll diameter	max. 80 mm
AUTOCUTTER	
Estimated life (1)	1000000 cuts (with paper thickness 63 µm, ambient temperature, with recommended paper)
POWER SUPPLY ELECTRICAL SPECIFICATIONS	
Power supply voltage	from 100 Vac to 240 Vac
Frequency	from 50 Hz to 60 Hz
Output	24 V, 2.5 A
Power	60 W
DEVICE DIMENSIONS	
Length	195 mm
Width	145 mm
Height	150 mm
ENVIRONMENTAL CONDITIONS	
Operating temperature	from 0 °C to 40 °C
Relative humidity	from 20% Rh to 90% Rh (w/o condensation)
Storage temperature range	from 10 °C to 60 °C
Storage relative humidity	from 10% Rh to 90% Rh (w/o condensation)

NOTES:
(1) : Respecting the regular schedule of cleaning for the device components.
(2) : Damages caused by scratches, ESD and electromigration are excluded.
(3) : Referred to a standard Custom receipt (L = 10 cm, density = 12.5% dots on).

7.2 Character sets in ESC/POS emulation

The following is the complete list of coding tables that can be installed on the device. To know the coding tables actually stored on the device, print the self test (see paragraph 5.1).

<Code page>	CHARACTER TABLES
0	PC437 - U.S.A., Standard Europe
1	Katakana
2	PC850 - Multilingual
3	PC860 - Portuguese
4	PC863 - Canadian/French
5	PC865 - Nordic
6	Hiragana
7	One-Pass Kanji
8	One-Pass Kanji
9	Iran II
10	MIK- Cyrillic/Bulgarian
11	PC851 - Greek
12	PC853 - Turkish
13	PC857 - Turkish
14	PC737 - Greek
15	ISO-8859-7
16	PC1252 - Latin I
17	PC866 - Cyrillic
18	PC852 - Latin II
19	PC858 - Latin
20	KU42 - Thai
21	TIS11 - Thai
22	TIS13 - Thai
23	TIS14 - Thai
24	TIS16 - Thai
25	TIS17 - Thai
26	Thai

<Code page>	CHARACTER TABLES
30	TCVN_3 - Vietnamese
31	TCVN_3 - Vietnamese
32	PC720 - Arabic
33	PC775
34	PC855
35	PC861- Icelandic
36	PC862 - Hebrew
37	PC864 - Arabic
38	PC869 - Greek
39	ISO-8859-2 - Latin 2
40	ISO-8859-15 - Latin 3
41	Iran
42	PC1118 - Lithuanian
43	PC1119 - Lithuanian
44	PC1125- Ukranian
45	PC1250 - Central Europe
46	PC1251 - Cyrillic
47	PC1253 - Greek
48	PC1254 - Turkish
49	PC1255 - Hebrew
50	PC1256 - Arabic
51	PC1257 - Baltic
52	PC1258 - Vietnam
53	KZ1048 - Kazakhstan
54	PC755 - East Europe
55	Latvian
56	ISO-8859-1
57	ISO-8859-3

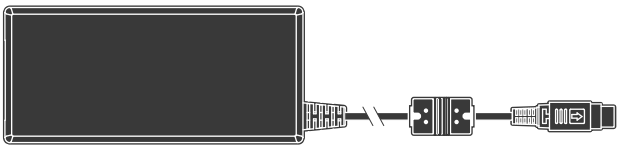
<Code page>	CHARACTER TABLES
58	ISO-8859-4 - Baltic
59	ISO-8859-5
60	ISO-8859-6 - Arabic
61	ISO-8859-8 - Hebrew
62	ISO-8859-9
63	Thai2
64	PC856
65	PC874
66	Devanagari
67	Bengali
68	Temil
69	Telegu
70	Assamese
71	Oriya
72	Kannada
73	Malayalam
74	Gujarati
75	Punjabi
82	Marathi

8 ACCESSORIES

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

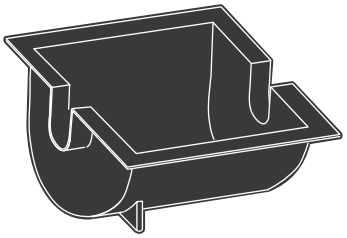
48000000006600

Power Supply PWS 24V 2.5A 100-240V XH2400-2500



976MX010000001

ADJUSTING THE PAPER WIDTH
(see paragraph 4.2)



9 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the product label (see paragraph 2.4). The firmware release number (SCODE) can be found:

- on the setup report (see chapter 5)
- connecting the device to a PC and starting the “Printer Tool” tool (see paragraph 3.2)

Code : 0576200M000134 Rev. 2.00

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