POSIFLEX

PP-8802/8803

Package Contents
- ✓ PP-8802 or PP-8803 Thermal Printer (x 1)
- ✓ Paper Separator for 2" Thermal Paper Roll (x1)
- ✓ Thermal Paper Roll   (x 1)
- ✓ USB Cable (x 1)
- ✓ Driver Download Information Guide (x 1)
- ✓ Power Adaptor (x 1)
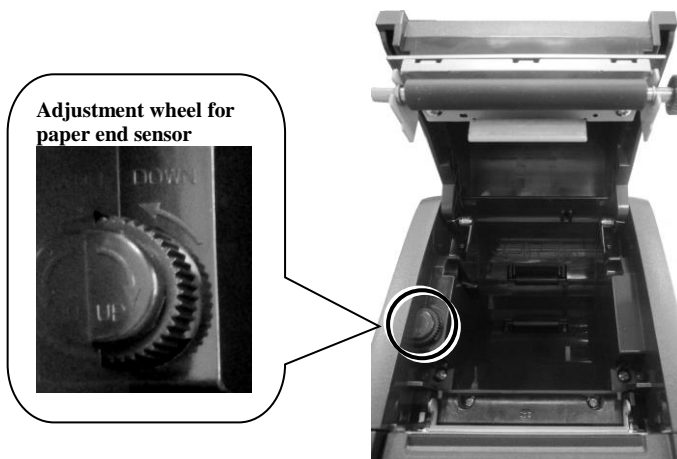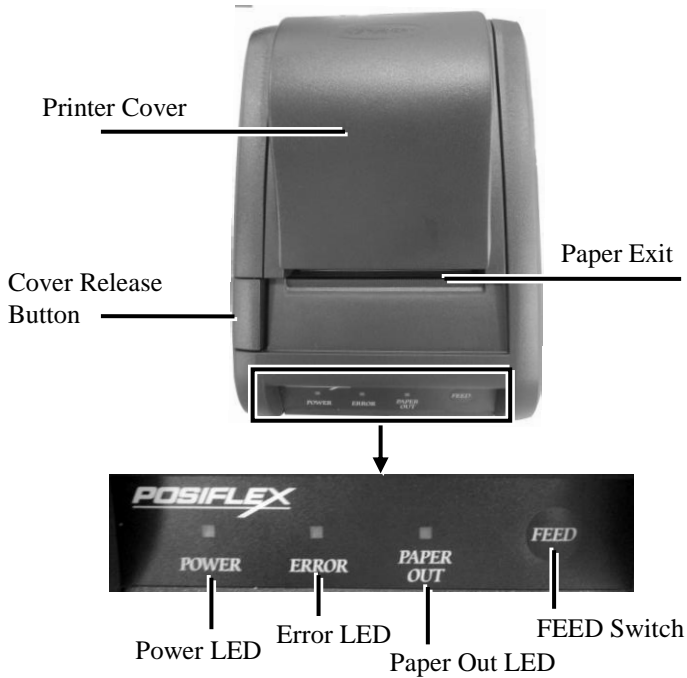- ✓ Power Cord (x 1)
- ✓ User Manual (x 1)

⚠ **CAUTION** Using poor-quality thermal papers which contain impurity particles, for instance, sands, or metals, will scratch the thermal paper head, and such a damage is not covered under the warranty.

Overview
Top View

Printer Cover

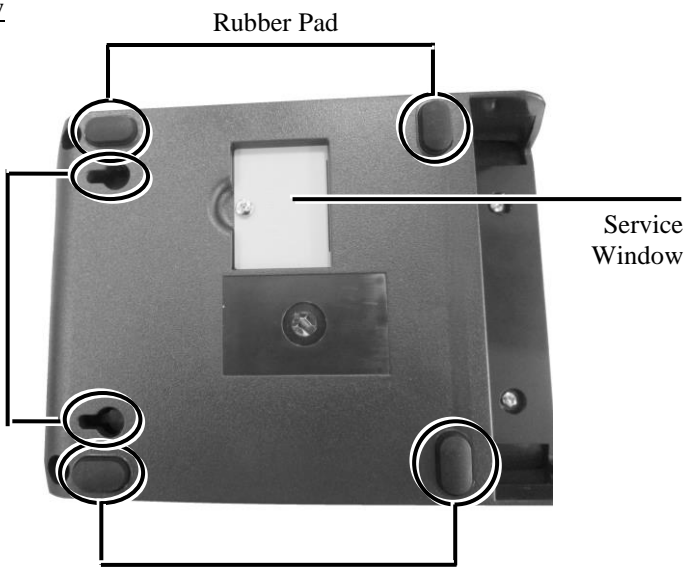Paper Exit

Cover Release
Button

POSIFLEX

POWER   ERROR   PAPER   FEED
                   OUT

Power LED   Error LED   Paper Out LED   FEED Switch

**Adjustment wheel for
paper end sensor**

Front View

Power Button

Bottom View

Rubber Pad

Mounting
Holes

Service
Window

Rubber Pad

Views of I/O Interface

PP-8802

USB (Type B) Port

Cash drawer (CR) port

Serial DB-9 COM Port

24 VDC-IN power jack

PP-8803

LAN Port

USB (Type B) Port

Cash drawer (CR) port

Serial DB-9 COM Port

24 VDC-IN power jack
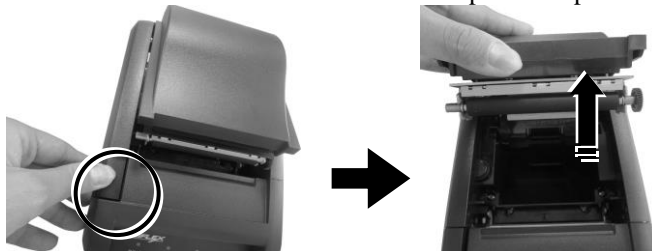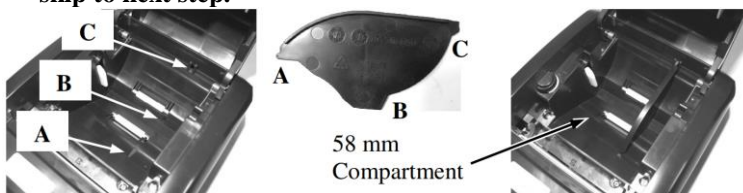
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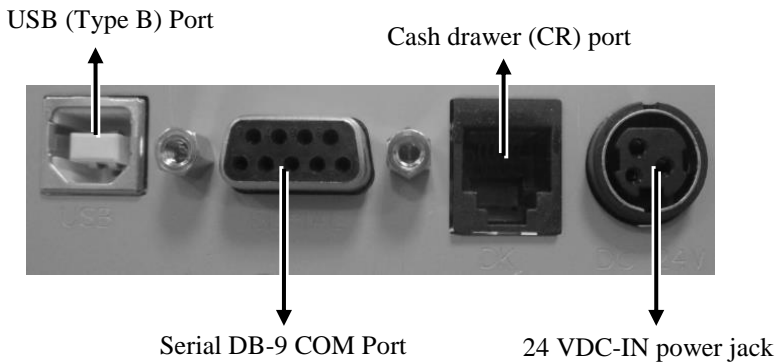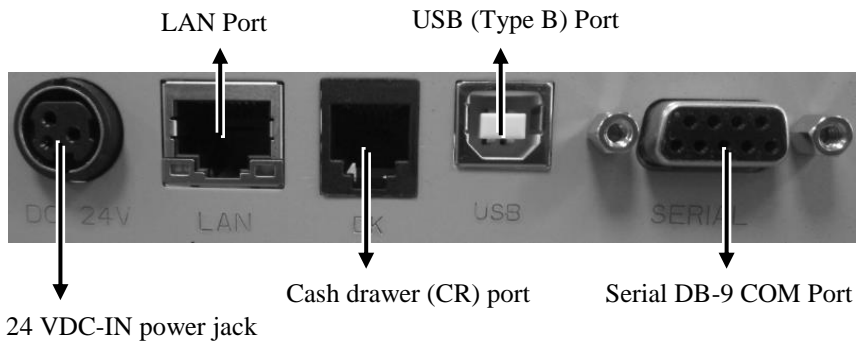
Loading 2" or 3" Paper Rolls

1. Press down the cover release button to open the top cover.

2. Before installing **2-inch paper roll** in the thermal printer, follow the instructions below to properly install plastic pad spacer and the separator. **If you are using 3" paper roll for the printer, please skip to next step.**

The application of 58 mm width (2-inch) paper roll in this printer can be achieved through adoption of an option spacing plate and an internal DIP switch setting. Please contact the service team for the DIP switch setting. Please refer to the middle picture above for the 58 mm paper spacing plate with its flange at top edge showing out. Insert the noted corners of the spacing plate into the 3 dents inside the paper roll compartment as arrowed in the left picture above with point A goes in first. Then the 58 mm paper roll sub compartment is formed as in the right picture above.

3. To load the thermal printer with **the 3-inch paper roll**, make sure the plastic pad is removed from the printer compartment. Then, carefully drop the thermal paper roll inside the paper roll compartment of the printer as illustrated in the figure.

4. Unroll the thermal paper and drag the loose end of the paper till it extends towards the paper cutter.

5. Make sure the loose end sticks out of the opening of the paper roll compartment. Then, close the top cover by gently pushing it back at the center of the top side of the cover with a click sound.

6. Make sure the paper roll is well loaded with the end of the paper sticking out as shown in the figure.

⚠️ **WARNING** ***To avoid paper jam occurring, do NOT press Cover Release Button during printing.***

Connecting Power Adapter and I/O Cables

Please connect power adapter and I/O cables before operating the printer.

1. Well attach power adapter to DC-IN power connector on the I/O plate.
2. Connect PP-8802/8803 to the POS system using either USB or RS-232 cable.
    2.1. If you are installing **USB interface cable**, plug Type-B connector into Type-B USB port of printer. Then, properly attach Type-A connector to your POS terminal.
    2.2. If you are installing **RS-232 cable**, well attach the male connector of RS-232 cable to printer and the other end to the POS terminal.

    In order to allow the printer to successfully detect what interface you are using to transmit data, make sure ONLY ONE type of interface cable is connected to avoid confusion. Also, **reboot the printer after you change the interface cable for the printer**, which enables the printer to automatically re-detect the type of interface which is currently used.

Mounting PP-8802/8803 onto a Wall (Optional)

Please follow the steps described below to mount POS printer on the wall using wall-mount kits.

1. Define where the printer is mounted. Drill 2 holes about 3.15" or 80 mm apart. Each hole has to be at least 1/4" or 6.35 mm diameter and at least 1 and 3/16" or 30 mm in depth.

2. After inserting two plastic anchors into the holes you drilled in Step 1, slightly tap the plastic anchors with a hammer until they are fully inserted into the drilled holes.
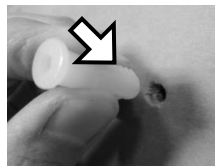
3. Insert the screws into the plastic anchor, screw them in but leave them sticking out from the wall surface to mount the printer.

4. As shown in the figure, locate two holes on bottom of PP-8802/8803. Then, carefully hang the printer onto the wall using the plastic anchors with screws.
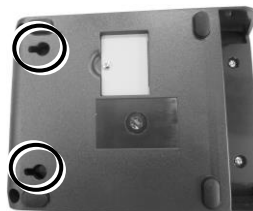
5. To get more detailed information of wall mounting, please refer to relative wall mounting installation guide.

Troubleshooting Paper Jams

When it comes to the common printing problems, it is inevitable that you might encounter the issue of paper jams at some point. The following steps are provided to assist you in fixing the problem. Before proceeding, make sure that your POS terminal is properly shut down.

1. To open the paper jams rescue compartment, place your thumbs toward the center of the compartment and then push the cover up in the direction shown by the arrow.
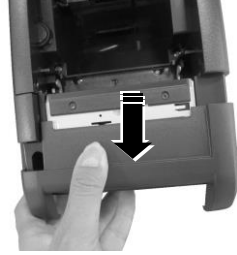
2. In the paper jams rescue compartment, find the adjustment wheel, which mainly allows you to manually adjust the cutting position of the cutter.

   Adjustment wheel

3. Keep turning the wheel in a clockwise direction until the cutter is completely moved back to its start position. You may observe the cutter position through the gap between paper jams rescue compartment and the printer compartment.
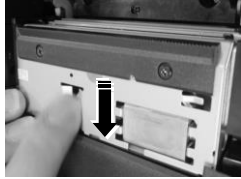
4. Push down cover release button to test whether the cover can be open. If the cover is still stuck, please repeat step 3 until the cutter position is set to the proper position and you are able to open the cover.

5. Remove the jammed paper, reinstall the paper roll, and then push back the cover to close the paper jams rescue compartment.

P.S. The adjustment wheel also can be turned by using a screwdriver. The control hole is on the right side of the compartment. Please refer to the picture.

Screwdriver

Restore Software Switch to Factory Default via Software Switch Reset

Software Switch Reset is the specially-designed function aimed to facilitate the factory reset process. Please go through the following instructions to reset your printer to factory settings using **Software Switch Reset**.

1. Power off the printer.
2. Open the paper roll cover manually.
3. Keep pressing the feed button and then power on the printer. The printer will emit one short beep sound.
4. Press the feed button of the printer **2** times.
5. Close the paper roll cover manually.
6. The printer will emit one short beep sound and then print a page displaying software switch factory-default settings.
7. The printer will restart by itself.

Software switch number	Pin Number
SW1	Pin 1 ~ 8 = OFF
SW2	Pin 1 ~ 8 = OFF
SW3	Pin 1 ~ 8 = OFF
SW4	Pin 1 ~ 8 = OFF

Status LED Indicator

The below chart is provided to enumerate all the possible indicator lights with their meanings for your reference.

LED	Status	Description
POWER LED	Solid green	System ON
Error LED	Solid red	Cover open
	Flashing red	Printer busy
Paper-out LED	Solid red	Out of Paper

Performing a Self-Test of the Printer

1. Power off the printer.
2. Press and hold the feed button 📟 of the printer.
3. Power on the printer. The printer will emit one short beep sound.
4. Release the feed button 📟 of the printer.
5. The printer performs a self-test and prints out the self-test result.
   If the paper-out LED indicator 📟 still turns bright in red, press the feed
   button 📟 of the printer to make the printer print the remaining self-test
   result.
6. Release the feed button 📟 of the printer and then the paper-out LED
   indicator 📟 does not light.

Entering the Hexadecimal Dump Mode

To make the printer work in the hexadecimal dump mode, please go through
the following instructions.

1. Power off the printer.
2. Open the paper roll cover manually.
3. Press and hold the feed button 📟 of the printer.
4. Power on the printer. The printer will emit one short beep sound.
5. Release the feed button 📟 of the printer.
6. Close the paper roll cover manually.
7. The printer enters the hexadecimal dump mode and prints out the result
   showing the "*Hexadecimal Dump*" message.

Cleaning

➢ Cleaning the Printer Case

Before cleaning the printer case, be sure to power off the printer, and wipe the
dirt off the printer case with a soft wiping cloth we provide.

> ⚠️ CAUTION
>
> Do NOT clean the product with alcohol, benzene, thinner, or
> other such solvents. Doing so may damage or break the parts
> made of plastic and rubber.

➢ Cleaning the Thermal Head and the Platen Roller

In most cases, it is strongly recommended to regularly cleaning the thermal
head to maintain receipt print quality (about once every 3 months). While
using the printer, always ensure that dust particles are removed from paper
rolls and the gear by using the platen roller with a cotton swab moistened with

water. Then, power on the printer only after water has dried.

<table>
<tr>
<td>⚠
 CAUTION</td>
<td>
✓   After printing, the thermal head and its surroundings can be overheated. Make sure that it is completely cooled down before cleaning it.
✓   Do not damage the thermal head with your fingers or any other hard object.
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Troubleshooting Common Printer Problems

➢ The printer cannot print

Perform a self-test to check if printing is possible by following the steps described below:

1. Close the paper cover.
2. While pressing the feed button, power on the printer. (Hold down the feed button until printing starts.) The current printer status is printed.
3. Briefly press the feed button (less than one second) to continue the self-test. The printer prints using the built-in character set. After the self-test printing, the printer is reset and switches to standard mode.

➢ LED Indicators are On/Flashing/Off

No lights is given by the LED indicators

Check whether the power supply cable is correctly connected to the printer and the socket.

Error LED is on

✓ Check whether the paper cover is closed.
✓ Check if paper jam occurs or foreign substance enters the paper cutter. When paper jams occur, refer to **Troubleshooting Paper Jams** section to solve the problem.
✓ The thermal head and its surroundings can be overheated, which may cause printer malfunction. Printing starts again automatically when the thermal head temperature falls.

Paper-out LED indicator is on

✓ Check whether the paper roll is correctly installed.

Error LED indicator is flashing

✓   Power off the printer; after 10 seconds, power it back on. If the error LED indicator turns on again even after turning the power back on, malfunction may occurs. Contact your dealer or Posiflex' technical service team.

Specifications

	PP-8802/8803
General	
Printer Reliability	150 Km print length
Pulse Resistance	100 million pulses
NV Bit Image	12KB (max)
NV Graphics	256KB (max)
Receive Buffer	6KB
Printer Driver	Windows Driver(APD), UPOS(OPOS), Virtual COM Driver, WEPOS
Software	Posiflex Uitlity (Android), PP-8800 Series Utility (Windows Desktop), Development Tool, Monitoring Tool
LED Indicators	Green LED - On= Power Red LED - Error and/or Paper Out
Sensors	Hood Lock (Microswitch) Paper Near End (Microswitch) Paper Out (Photo Sensor) Overheat (Thermistor) Cash Drawer Open (Microswitch in Cash drawer)
Cash Drawer Port (CR	2 drivers (CR port x1)
Power Consumption	2.5A max.
Power Source	AC adapter (24V DC)
Temperature	Print quality assured: $+5℃ \sim +40℃$ Operating: $0℃ \sim +40℃$ Non-operating: $0℃ \sim +50℃$ (storage)
Relative Humidity	Operating: $20 \sim 85\%$, non-condensing 35% Non-operating: $5\% \sim 90\%$, non-condensing (thermal paper excluded)
Standards and	CE, FCC
Dimensions (W x D x	143 mm(H) x 148 mm(W) x 205 mm(D)
Weight	1,200g
Color	Black / White / Ivory
Options	Wall Mounting Kits

Printing	
Printing Method	Thermal dot line printing
Printing Speed	220 mm/second (max)
Printing Resolution	Up to 8dots/mm and 576 dots/line
Printing Direction	Vertical and Horizontal
Printing Fonts	
Fonts/Column capacity	Font selection (24-dot or 16-dot) by software command
Character Size	Font A: 1.5 x 3.0 mm; Font B: 1.0 x 2.0 mm
Character Set	95 Alphanumeric, 18 International, 128 x 43 Graphic
1D Barcode Support	UPC-A/E, EAN13/8, ITF, CODE39/93/128, CODABAR
2D Symbol Support	PDF417, QR code
Media Handling	
Type	Thermal roll paper
Paper Feed Method	Friction feed
Print Width	64 mm (512 dots/line, default)/72 mm (576 dots/line)
Paper Width	80 +0/-1 mm
Paper Loading	Drop-in
Roll Diameter (Max)	ϕ 83 (or 58) +0 / -1 mm
Core Diameter (Min)	ϕ 18 mm
Paper Thickness	60 ~ 80 um
Paper Guide	Yes
Auto Cutter	Yes
Connectivity	
Serial Interface	RS-232 for PP-8802/8803
USB Interface	Built-in USB for PP-8802/8803
Ethernet Interface	Ethernet 10/100Base-T for PP-8803
OS support	Android, Linux, Windows

※ The product information and specifications are subject to change without prior notice. To get the detailed information on the PP-8802/8803, please check this model from Posiflex Global Website

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