



THERMAL PRINTING SOLUTIONS

SET-UP GUIDE

TELESTO Printer

Reference: FDE - 3108164 - Issue A



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YOUR PRINTER

Package

The packing box contains:

- Printer
- Power supply & power card (depending on versions)
- Paper roll
- Set Up Guide
- Screw driver

General description



Technical specifications

ITEM	VALUE	UNIT
Printing Mod	Graphic, text, bar code, logo	-
Printing method	Static thermal dot line printing	-
Number of resistor dots	576 (80mm)- 640 (82.5mm)	dots
Resolution	8 horizontal & vertical (203 dpi)	Dots/mm
Max. printing speed (1)	130	mm/s
Max. printing width	80	mm
Fonts	12*24 16*24	-
Columns	48/36 (80 mm) 53/40 (82.5 mm)	-
Code page	CP 858 – CP 437	-
Logo + Users fonts - Memory space without extension	48	Ko
Bars codes supported	Code 39 Code 128 A, B et C JAN 8 & 13 Interleaved 2 of 5 Codabar	-
Emulation	Esc/Pos™	-
Automatic cutter	Full or partial cut	-
Interfaces	USB / RS /CDKO	-
Paper roller width.	80 +0/-1 (80 mm)	mm
	82.5 +0/-1 (82.5 mm)	mm
Paper roller external diameter (max.).	83	mm
Core external diameter (min.).	18	mm
Paper thickness	60	µm
Recommended papers	Kanzan P310/P350/KP440	-
Paper detection	Opto-sensor	-
Over all dimensions	140*187.4*128	mm
Relative humidity	20 to 85 no condensing	%
Operating range	+5 to +45	°C
Storage range	-20 to +60	°C
Mechanical lifetime	100	Km
Cutter life time	500 000	Cuts
Power supply - INPUT	100 - 240	V DC
	50 – 60	Hertz
- OUTPUT	24	V DC
	75	Watt
	4.3	A
Safety standard	UL, cUL, FCC, CE Class B	-

DELIVERY & INSTALLATION

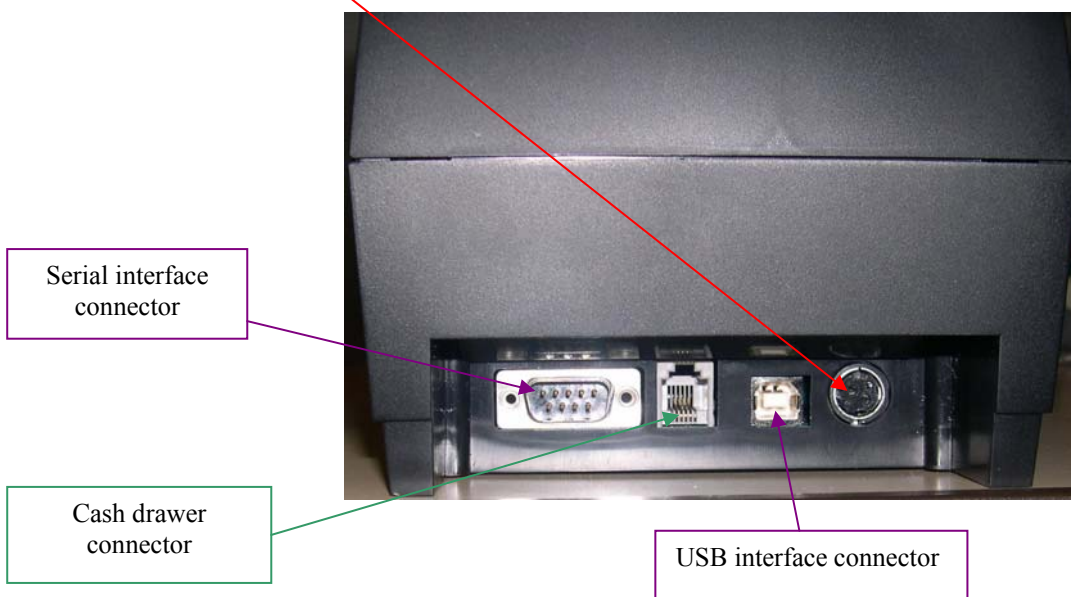
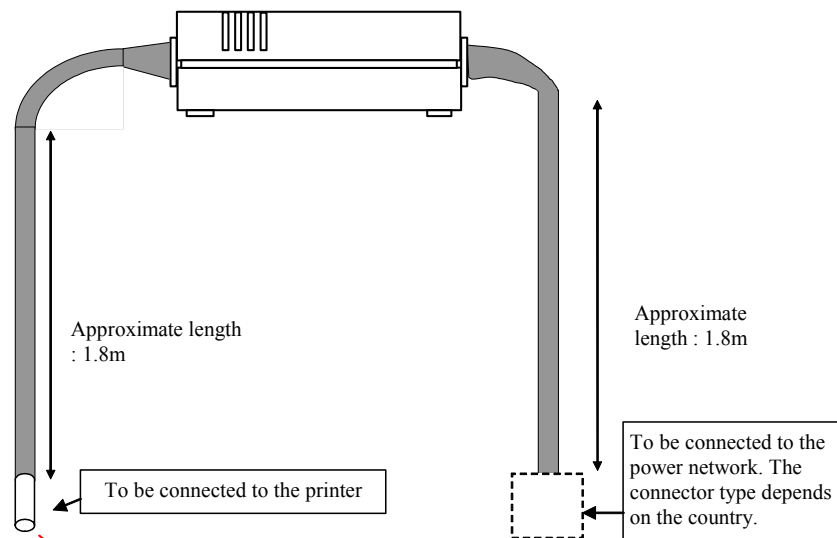
Unpack the printer, saving all packaging materials for future shipping or storage

Printer location

The printer should be set on a stable holder (for desktop versions) in a place where the following conditions are achieved:

- temperature from 5 to 45°C for operating (- 20 to 60 for storage)
- no risk of water exposure
- no mechanical stress
- it is recommended to avoid the mechanical vibrations

Connecting the power supply and interface on TELESTO



All electric interfaces are SELV compatible

Paper feed button

- The light is continuously “on” when the printer is ready to print.
- The light is flashing if the printer runs out of paper.
- See “troubleshooting” for other flashing modes.

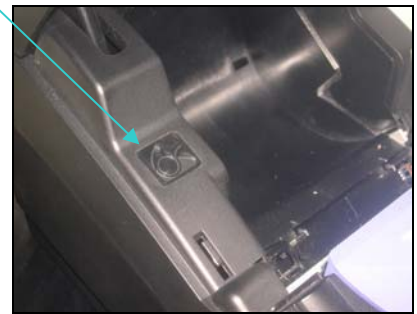


Paper Loading

Step n°1: Push button to open lid



Step n°2: (See indications for correct setting of the roll)



Step n°3: Place roll inside the bucket, keeping the end out



Step n°4: Close the lid



SELF TEST TICKET DESCRIPTION

To print a self ticket:

- open the lid
- push the paper feed button until the light turns off (approx 10s)
- when the light is off, immediately close the lid keeping the feed button pressed

RS232	USB
*** DIAGNOSTICS FORM ***	*** DIAGNOSTICS FORM ***
- Model number : 0000000000000000	- Model number : 0000000000000000
- Serial number : 0000000000	- Serial number : 0000000000
BOOT FIRMWARE	BOOT FIRMWARE
- Revision : V1.25	- Revision : V1.25
- CRC : 6353	- CRC : 6353
FLASH FIRMWARE	FLASH FIRMWARE
- Revision : V1.02	- Revision : V1.02
- CRC : 34FA	- CRC : 34FA
HARDWARE	HARDWARE
- Flash Memory Size : 72 kbytes	- Flash Memory Size : 72 kbytes
- External Flash : No	- External Flash : No
- Flash User Size : 48 kbytes	- Flash User Size : 48 kbytes
- SRAM Size : 6 kbytes	- SRAM Size : 6 kbytes
- CPU Clock Freq. : 24 MHz	- CPU Clock Freq. : 24 MHz
- Buzzer : Disabled	- Buzzer : Disabled
- Paper Feed Button : Enabled	- Paper Feed Button : Enabled
MECHANISM	MECHANISM
- Paper Width : 80 mm	- Paper Width : 80 mm
- Print Density : 100%	- Print Density : 100%
- Knife : Enabled	- Knife : Enabled
- Partial Cut : 16 Step(s)	- Partial Cut : 16 Step(s)
- Pre Heating : Off	- Pre Heating : Off
COMMUNICATION INTERFACE	COMMUNICATION INTERFACE
- RX Buffer Size : 1024	- RX Buffer Size : 1024
- Interface Type : RS232	- Interface Type : USB
- Baud Rate : 115200	
- Data Bits : 8	
- Stop Bit(s) : 1	
- Parity : NONE	
- Flow Control : Dtr/Dsr	
- Reception error : Ignore	
PRINT OPTIONS	PRINT OPTIONS
- User Logo defined : No	- User Logo defined : No
- User Char defined : No	- User Char defined : No
- Code Page : 858	- Code Page : 858
- Demo Mode : Disabled	- Demo Mode : Disabled

<pre> 00 0 1 2 3 4 5 6 7 8 9 A B C D E F 10 20 ! " # \$ % & ' () * + , - . / 30 0 1 2 3 4 5 6 7 8 9 : ; < = > ? 40 @ A B C D E F G H I J K L M N O 50 P Q R S T U V W X Y Z [\] ^ _ 60 ` a b c d e f g h i j k l m n o 70 p q r s t u v w x y z { } ~ 80 Ç Ü é à á â ã ç è é ê ë ì í î ï Æ 90 Ê Ë Ì Í Î Ï Ñ Ò Ó Ô Ù Ú Û Ü Ý Þ ß A0 à á â ã ä å æ ç è é ê ë ì í î ï B0 ð ñ ò ó ô õ ö ø ù ú û ü ý þ ÿ C0 L T t - + ä Å å ù ð ñ ò ó D0 ð ò é è é è é è è è è è è è E0 ò ò ò ò ò ò ò ò ò ò ò ò F0 - ± % ¶ § ÷ . ' 1 2 3 4 5 6 7 8 9 0 </pre>	<pre> 0 1 2 3 4 5 6 7 8 9 A B C D E F 00 10 20 ! " # \$ % & ' () * + , - . / 30 0 1 2 3 4 5 6 7 8 9 : ; < = > ? 40 @ A B C D E F G H I J K L M N O 50 P Q R S T U V W X Y Z [\] ^ _ 60 ` a b c d e f g h i j k l m n o 70 p q r s t u v w x y z { } ~ 80 Ç Ü é à á â ã ç è é ê ë ì í î ï Æ 90 Ê Ë Ì Í Î Ï Ñ Ò Ó Ô Ù Ú Û Ü Ý Þ ß A0 à á â ã ä å æ ç è é ê ë ì í î ï B0 ð ñ ò ó ô õ ö ø ù ú û ü ý þ ÿ C0 L T t - + ä Å å ù ð ñ ò ó D0 ð ò é è é è é è è è è è è è E0 ò ò ò ò ò ò ò ò ò ò ò ò F0 - ± % ¶ § ÷ . ' 1 2 3 4 5 6 7 8 9 0 </pre>
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If you want more information about the configuration, see the Axiohm manual (3108271)

TROUBLESHOOTING

Problems & Solutions on TELESTO

Lights are "off " when powered	Check the power supply and cables connections.
Lights are continuously "on " but printer does not operate	Check to see if the interface cable is well connected.
The blue light is flashing	<p>Check that the cover is well closed, if not close it.</p> <p>Open the cover and make sure there is paper left in the printer, if not : remove the paper roll core, place a new paper roll.</p> <p>Open the cover and check there is no paper jam, if there is some : unwind the paper until no wrinkle appears, close the cover with wrinkled part out and cut it with the tear bar.</p>
Printing quality is deteriorating	The printhead may be getting dirty, see next chapter.
No printing	Check the correct position of the paper
Paper Jam – Cutter Blade not in correct position	<p>In case of paper jam, remove the front cover (see picture),</p> <ul style="list-style-type: none"> - If paper is in this area, clean it. - Check the cutter blade position (must be on the left side of the cutter), - if the cutter blade is not fully on the left side: <p>switch “on” the printer to recover the stand by position automatically. If it doesn’t work properly, switched “off” the printer and manually adjust this position by using the Axiohm screw driver (through the hole on the right side of the printer – see picture). This mini screw driver delivered with the printer must be used for this operation.</p>



CLEANING YOUR PRINTER

Depending on the environment in which the printer is used, it can accumulate dust. Therefore it is necessary to clean it periodically to maintain a good print quality. The cleaning period depends on the environment and the usage of the printer, but the printhead should be cleaned at least once a year, and up to one month in case of heavy duty applications.

Cleaning Instructions:

- Unplug the printer. **Never clean the head immediately after printing, the head may be hot.**
- Open the cover, clean the heating dots line of the head with a cotton stick containing a solvent alcohol (ethanol, methanol, or IPA) but **do not touch the printhead with your fingers!**
- Allow the solvent to dry and close the cover.

N.B : AXIOHM can also provide cleaning kits with the instructions to use it. The kit reference is CK80000A.

GENERAL INFORMATION

- **Power Supply:**
UL Listed power supply with SELV (Secondary Extra Low Voltage) non energy hazard output, limited energy source input rated 100-240 Vac, 2.0 A, 50/60 Hz, output rated 24 Vdc, 4.3 A for 75 watt unit.
Product characteristics are guaranteed with Axiohm power supply reference 3108213
- **Communication Interface Cable:**
A shielded interface cable must be used with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at EACH end of the cable.
Use of a cable other than described here will require that you test the cable with the Axiohm printer and your system for FFC and CE mark certification.
- **Power Cord:**
A UL listed, detachable power cord must be used. The printer side power connector must remain available when the printer is installed.
- **Max duty cycle:**
 - Printing: 20%
 - Cutter: 8%
- **CDKO:**
 - Driving voltage: 24 VDC
 - Driving current: Approx. 1A max. (shall not exceed 510ms)

For complementary information, please see the Axiohm 3108271 user manual