

# PRP-250C

## Thermal Receipt Printer

### Instruction Manual



Keep the user manual for future reference.



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## A. Important Safety Notification

- Read the instruction manual carefully before use. Save the manual in the near location for further reference.
- Use only parts or accessories, especially power adapter, recommended by the manufacturer; unapproved parts may be hazardous and cause injuries to the product or human.

### **WARNING:**

IF ANY FUNCTIONAL PROBLEMS OR DEFECTS OCCUR WHICH ARE ATTRIBUTABLE TO IMPROPER USE OF THE PRODUCT SHALL VOID THE WARRANTY.

- Refer servicing to qualified personnel only.
- Do not attempt to repair or disassemble the product on your own. Opening or removing cover can expose you to dangerous voltage or other hazards.
- Before plugging the power cord into the AC inlet of the power supply unit, make sure that the voltage applied to the power outlet is within the specified range (100V ~240V). Improper power source voltage range will cause damage to the power supply unit.
- Power off the product and remove the power adapter while cleaning the system.
- Before powering on the product, make sure all the connectors, cables are firmly installed.

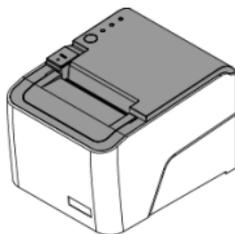
## Important Safety Notification

- Do not expose the product to water or moisture, such as a bathtub, a washbowl, a kitchen sink, a laundry tub, and a swimming pool.
- Do not expose the machine under direct sunlight, and keep it away from any heat source.
- Do not place the product on an unstable location, stand or table. If the machine falls, it may injure a person or cause serious damage to the appliance.
- Do not allow anything to rest on the power cord. Do not locate the product where people may walk on the cord.
- Do not make the power outlet and extension cords overload. Overload can result in fire or electric shock.
- If any of the following situations occurs, unplug the product from the power outlet immediately and consult with a qualified service person:
  1. The power cord or plug is damaged or frayed.
  2. Liquid is spilled into the system.
  3. The product is dropped and damaged.
- Use a soft cloth to clean the product when it is dirty. In case the dirt is hard to remove, use a mild detergent and wipe the product gently.  
Turn OFF and unplug the product before cleaning.
- When the product is not in use, clean and stores it with care.

## 1. Feature

- Compact and Stylish Design.
- Paper Auto-Cutter.
- Multi-I/O Interface:  
Serial, Ethernet (RJ-45), USB (UTP).
- Cash drawer connection port (RJ-11).
- Compatible with ESC/POS print commands set.
- Various Drivers support.
- User friendly, drop-and-print paper installation, simple paper jam elimination.
- Multiple Language fonts selectable.
- DHCP Client mode support.

## 2. Packing



**Printer Unit**



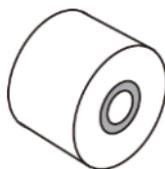
**Power Adaptor**



**\*Power Cord**



**\*\*Printer Cable**



**Paper Roll**



**Paper Roll Holder**



**Paper Width Guide**



**Manual**



**Utility CD**

\* Power Cord is selectable depending on the types of electrical plug.

\*\* Printer cable is selectable depending on the interface required (RS-232, USB, RJ-45).

Please refer to the nearest local representatives for further information.

### 3. Specification

<b>Model</b>		<b>PRP-250C</b>
<b>Print Method</b>		Thermal line printing
<b>Print Speed</b>		250mm/sec
<b>Print Life</b>		100 Km
<b>Print Font</b>	<b>ASCII Mode</b>	ANK Font. Font A: 12 x 24 dots, Font B: 9 x 17 dots
	<b>Graphic Font</b>	Chinese Character: 24 x 24 dots
<b>Print Resolution</b>		576 dots/line or 512 dots/line
<b>Print Font Character Support</b>		International Font, Big 5 Chinese, GB Chinese
<b>Character Per Line</b>		48 (Font A)/42 (Font B)
<b>Effective Print Width</b>		72mm
<b>Paper Width</b>		79.5mm± 0.5mm
<b>Paper Roll Diameter</b>		≤ 83mm
<b>Paper Thickness</b>		0.06~0.08mm
<b>Driver</b>		Win 9X/Win ME/Win 2000/ Win 2003/Win NT/Win XP/ Win Vista/Win 7/Win 8/Win 10, compatible with EPSON
<b>Print Command</b>		ESC/POS print commands set compatible

\* All specifications are subject to change without prior notice.

<b>Interface</b>	
<b>Interface</b>	Multi I/O Interface: Serial +Ethernet +USB (UTP)
<b>Cash Drawer</b>	+24VDC/1A, 6-Wire RJ-11

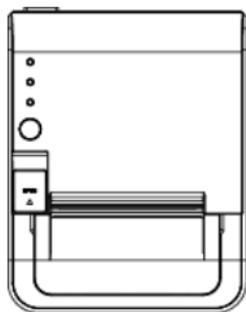
<b>Notification</b>	
<b>Indicator</b>	Audio and LED Indicators
<b>Auto Cutter</b>	Partial
<b>Paper End Notice</b>	Yes
<b>Over-Heat Protection</b>	Yes

<b>Others</b>	
<b>Power Input</b>	+24VDC/2.5A (External Adapter: 100~240VAC 50/60Hz)
<b>Color</b>	Black
<b>Compliance</b>	FCC, CE, WEEE, RoHS
<b>Weight</b>	1200g
<b>Dimension (mm)</b>	183.5(L) x 140(W) x 126(H)
<b>Operating Temperature</b>	0°C ~ 45°C
<b>Operating Humidity</b>	10% ~ 80% RH, non-condensing
<b>Storage Temperature</b>	-10°C ~ 60°C
<b>Storage Humidity</b>	10% ~ 90% RH, non-condensing

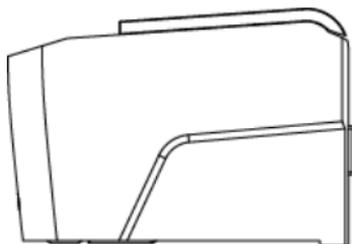
\* All specifications are subject to change without prior notice.

## 4. Part Description

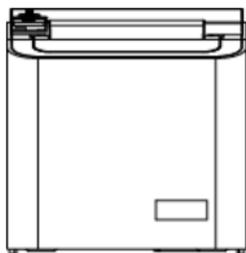
### Product Views



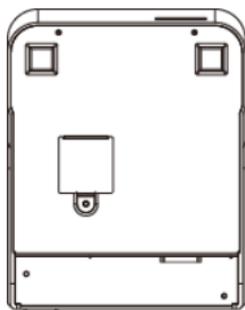
**Top View**



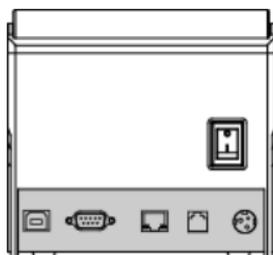
**Side View**



**Front View**

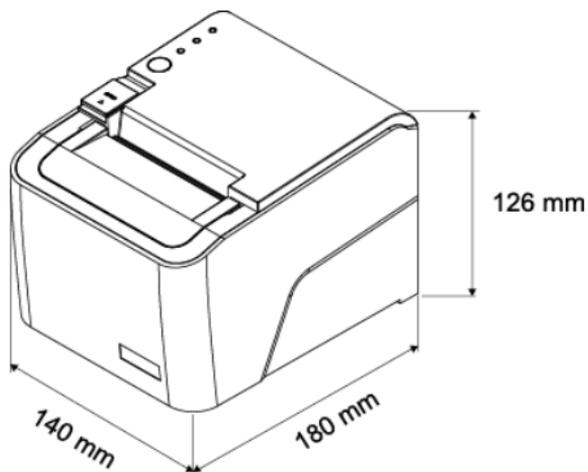


**Bottom View**

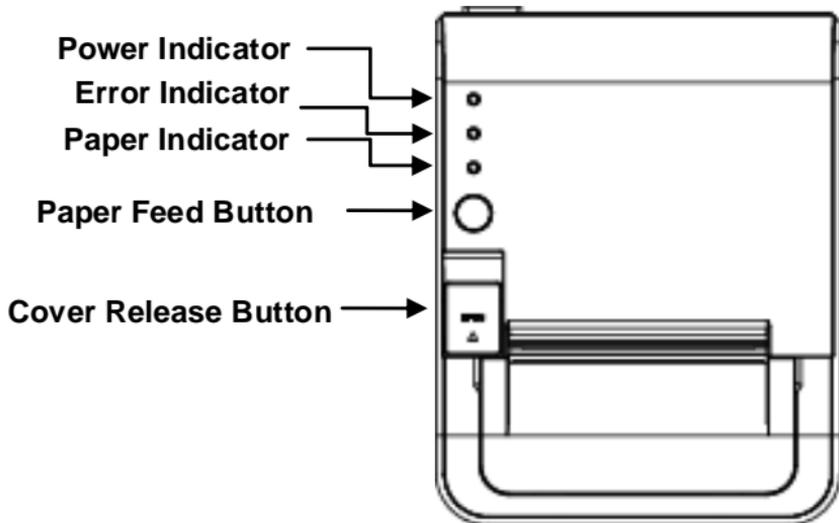


**Rear View**  
**(Serial/Ethernet/USB)**

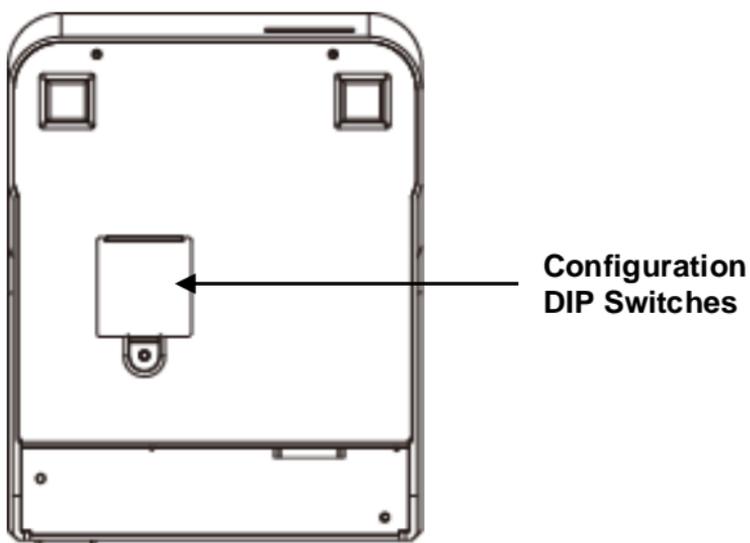
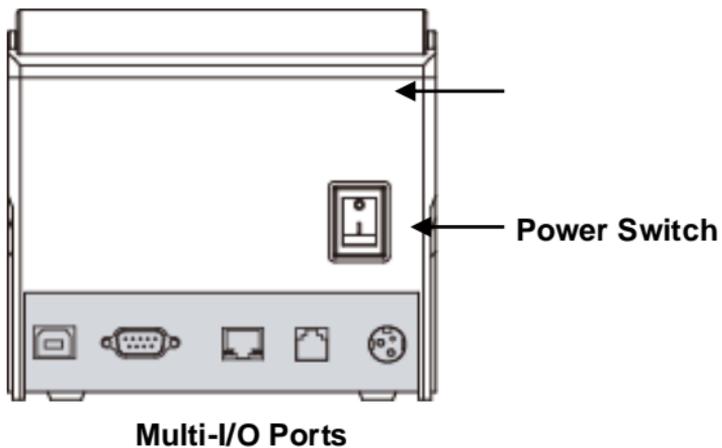
## Dimensions



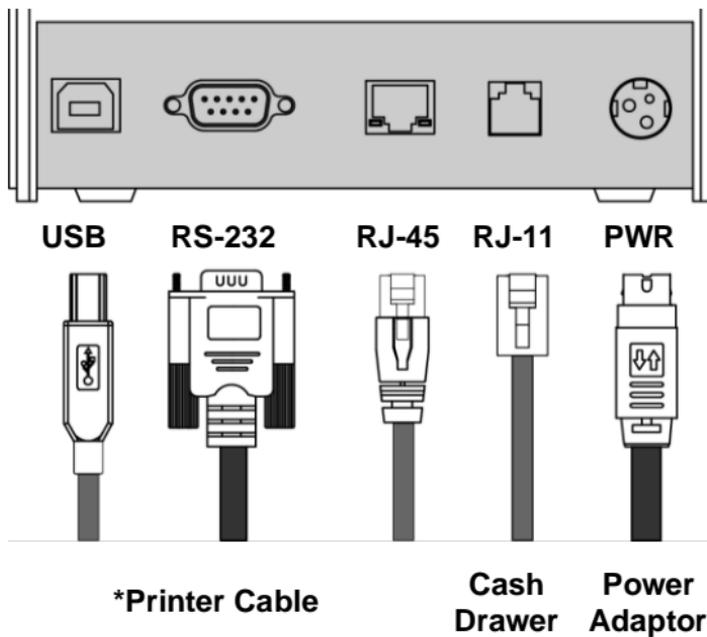
## Control Buttons & Indicators



## I/O Ports & Switches



## Multi-I/O Ports

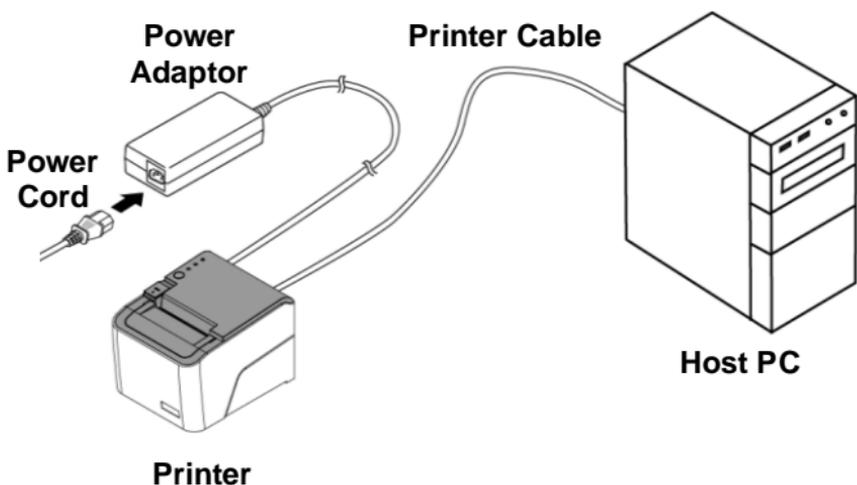


\* Printer cable is selectable depending on the interface required (RS-232, USB, RJ-45).

## B. Installing your Printer

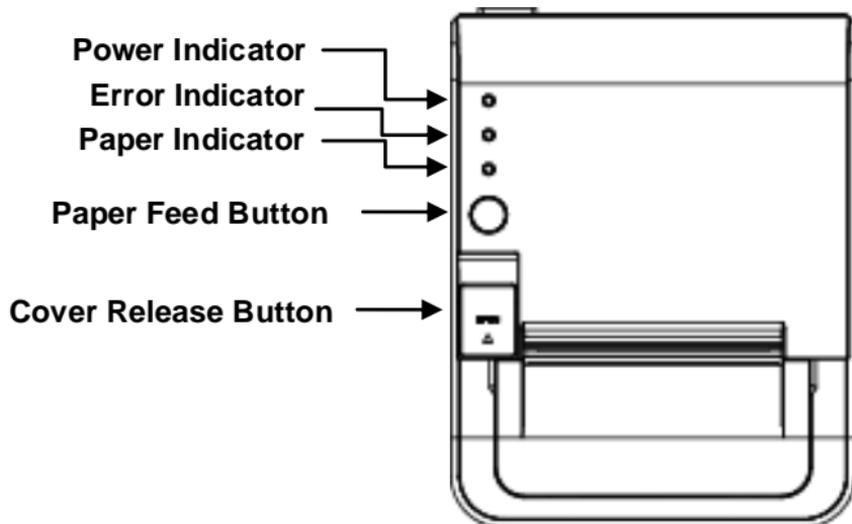
### 1. Connecting Your Printer

Please check the printer and the supplied accessories before Installation. It's recommended to read the entire instruction manual prior to the installation.



1. Place the printer on the designate location.
2. Plug the connector of Power Adaptor to the printer.
3. Use the supplied Printer Cable (RS-232, USB, or RJ-45) and connect to the Host PC.
4. Plug the Power Cord to the Power Adaptor and then plug to the power outlet.
5. If there is a Cash Drawer to be connected, connect the RJ-11 cable to the printer.

## 2. Control buttons & Indicator



### Control Buttons

#### Paper Feed:

This function is to advance the paper.

Press the key and the paper advances by a single line.

Press and hold the key for over 3 seconds and the paper advances by multiple lines.

#### Cover Release Button:

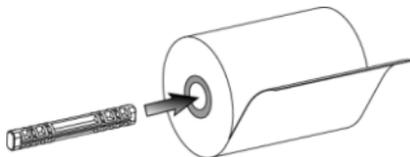
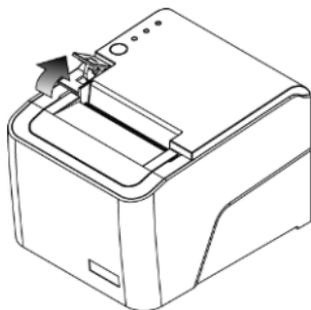
Pull to open the printer cover.

## Indicator Status

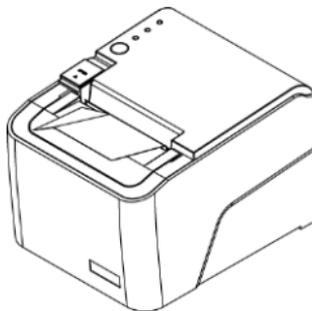
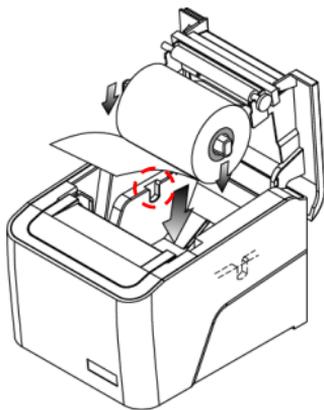
Indicator	Status	Description
Power	●	Power Off
	●	Power On
Error	●	Printer Error (Out of paper, Printer head over heat, or Auto Cutter error)
Paper	●	Out of paper * The Error Indicator is lit as well

### 3. Install/Replace the Paper Roll

1. Pull the Cover Release Button to open the Cover.
2. Pass the Paper Roll Holder through the Receipt Paper Roll.

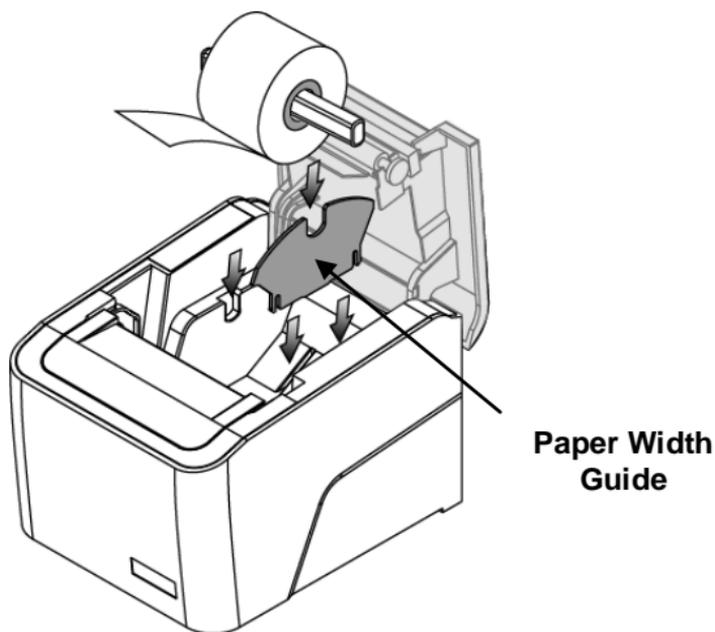


3. Roll out and install the Paper Roll with Holder into the Printer. (with the edges of the holder fitted onto the holder slots).
4. Replace the Cover and tear out the paper.



## Install the Paper Width Guide

When using a paper roll in smaller width, install the Paper Width Guide first, and then install the paper roll with holder.



## **4. Installing the Driver of the Printer**

Before installing the driver of your printer, make sure the printer is properly connected to the host PC.

Place the supplied Utility CD into the CD-ROM drive. Browse the CD and open the folder corresponds to the required software.

1. Double click the icon “Advanced PRP.exe” to initiate the installation.



2. Click “Next” to continue.

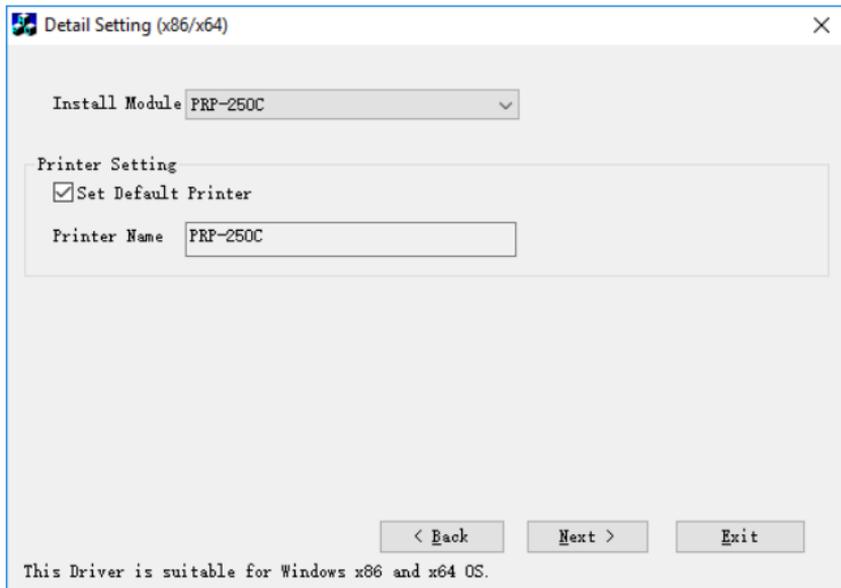




#### 4. **Default Printer Setting:**

To set the printer as the default printer, click the checkbox “Set Default Printer” to confirm.

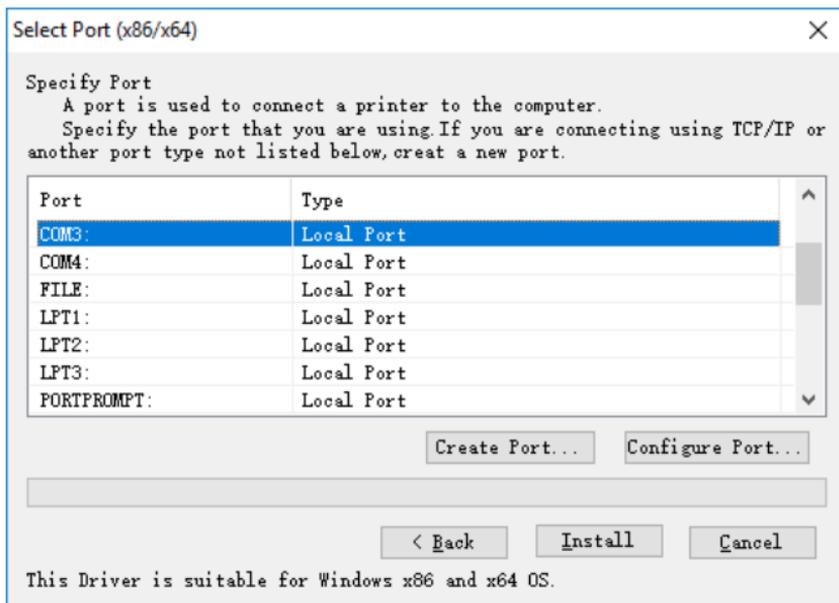
Click “Next” to continue.



## 5. Printer Interface Setting:

Select the appropriate communication interface.

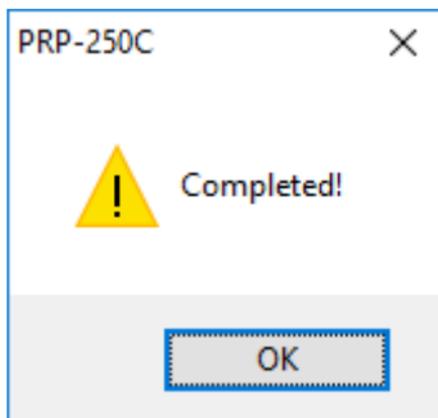
Click “Install” to complete the installation.



**6. Installation Completed:**

Click "OK" to exit the menu.

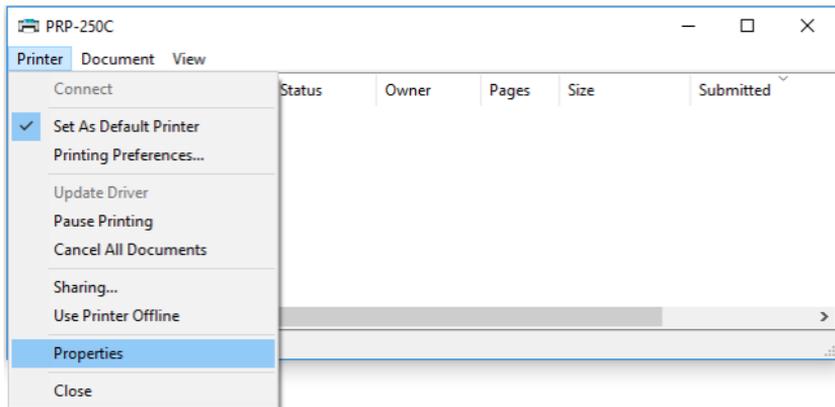
It's recommended restarting the computer after installation is completed.



## 7. Examine the Port Setting:

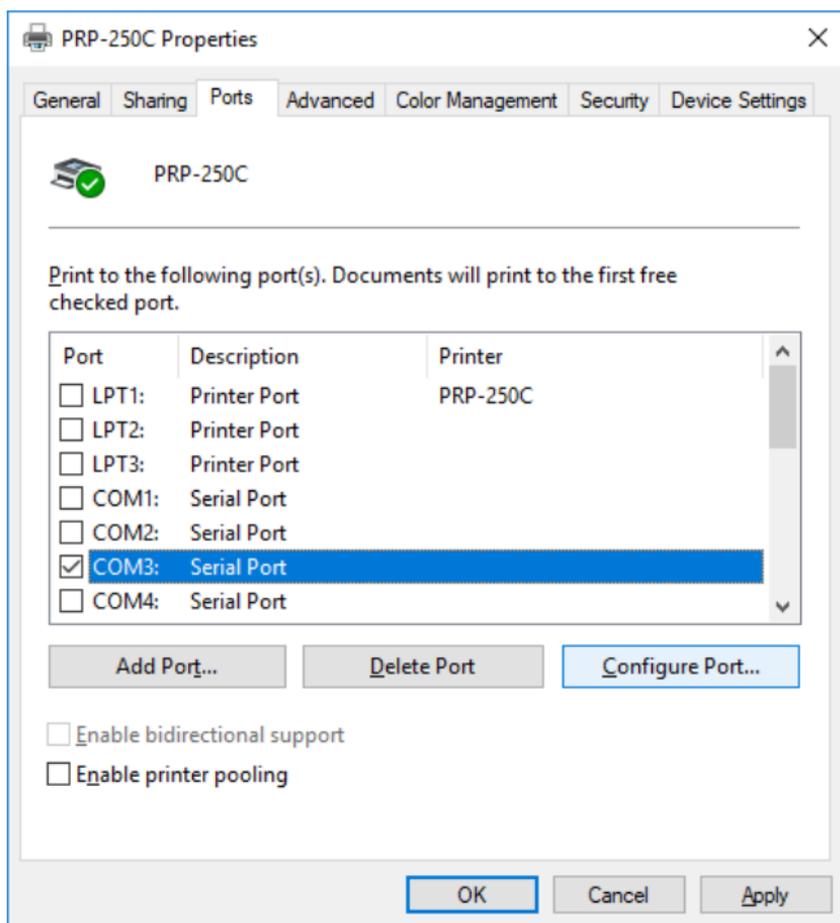
Remember to access the properties of your printer.

Make sure the port of printer is correctly configured.

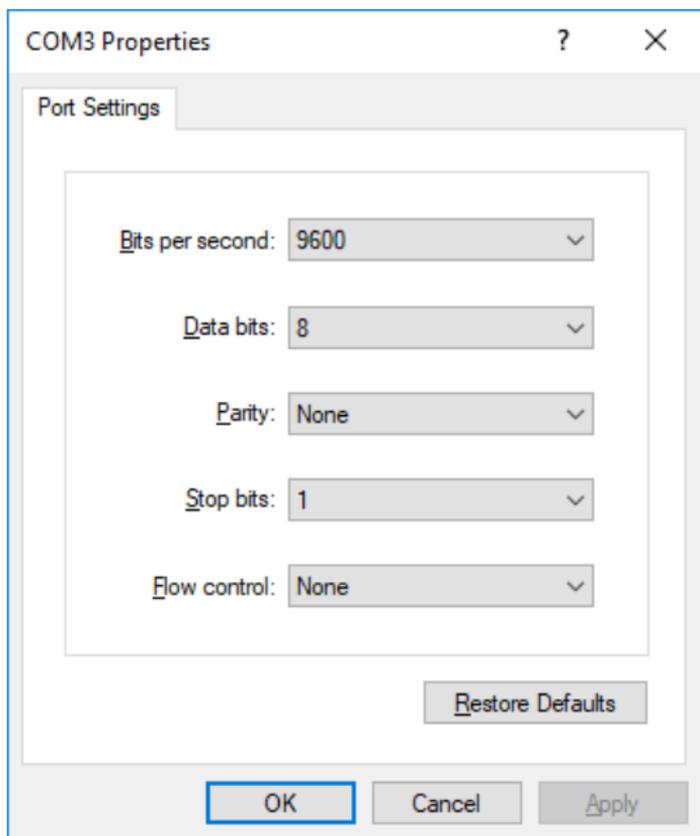


Access sub menu **“Ports”**, and click to select the correct port for your printer.

Click **“OK”** to exit.



Examine the port setting and configure the parameters to the proper values.

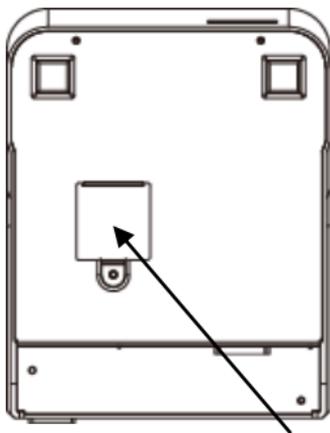


## C. Appendix

### 1. DIP Switch Configuration

To change the setting of the printer manually:

1. Turn off the printer.
2. Loosen the securing screw on the bottom of the printer.
3. Remove the protective cover of the DIP Switches.



**Protective Cover**

## DIP Switch Setting



DIP	Function	ON	OFF
1	Auto Cutter	No	Yes*
2	Audio Alarm	Yes *	No
3	Print Density	Dark	Light *
4	Two-byte Character Code	No	Yes*
5	Character Per Line	42	48 *
6	Cutter with Cash Drawer	Yes	No *
7 & 8	Baud Rate Setting	---	OFF*

The "\*" mark indicates the default value of each setting.

## Baud Rate Setting (DIP 7, DIP 8)



**19200**  
(\*Default)



9600



115200



38400

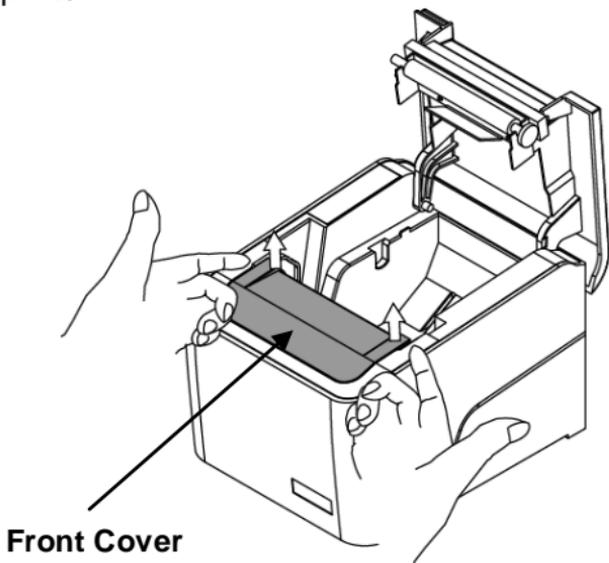
## 2. Cutter Maintenance

In general, the printer will initial and reset the cutter when turn on the power. To reset the cutter back to the initial position:

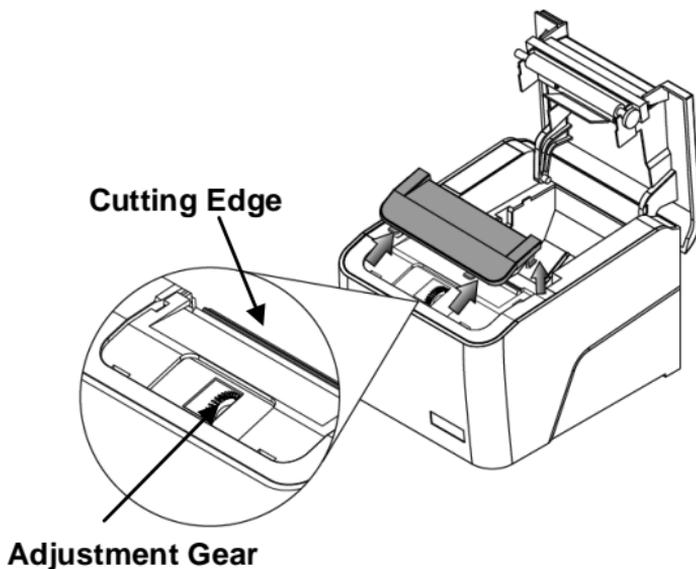
1. Turn off the printer.
2. Turn on the printer and the printer will initial and reset the cutter.

User can manually reset the cutter back to initial position (as instruction below illustrated):

1. Pull the Cover Release Button to open the Cover.
2. Slightly pull up the Front Cover and remove it from the printer.



3. There is an Adjustment Gear in the cutter.  
Turn the Adjustment Gear to move the cutter back to the position.

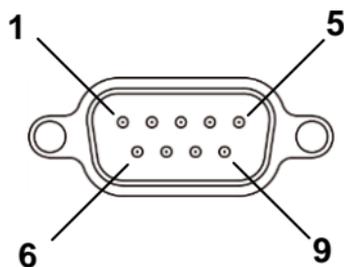


**Note:** Do not remove the protective cover with force or it may damage the cutter or printer head.

**Warning:** Beware of the Cutting Edge during maintenance in order to avoid injury to the person near the printer.

### 3. Interface PIN Assignment

- RS-232 Pin Assignment



Pin	Signal	Description
1	N.C.	---
2	TXD	XON/XOF Handshake (Control codes transmission)
3	RXD	Data transmission (the printer receives data from the HOST)
4	N.C.	---
5	GND	Ground
6	DTR	Printer Status
7	N.C.	---
8	RTS.	Printer Status
9	N.C.	---

- **RJ-11 Pin Assignment**

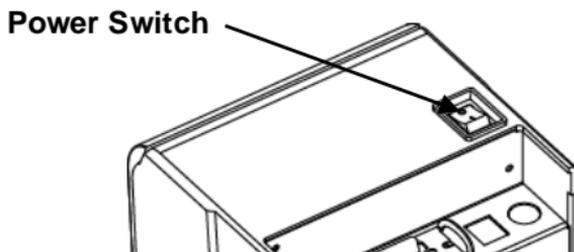
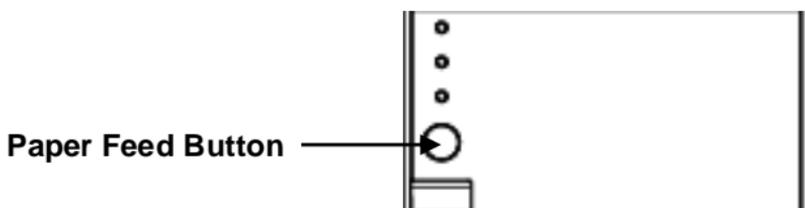
<b>Pin</b>	<b>Signal</b>	<b>Signal Direction</b>	<b>Description</b>
1	Ground	---	Frame Ground
2	Cash Drawer Kick Out Signal 1	Output	---
3	Cash Drawer Status	Input	Open/Close
4	+VDC 24v	---	---
5	Cash Drawer Kick Out Signal 2	Output	---
6	GND	---	Signal Ground

## 4. Self Test

This function allows user to perform self-test and print out the settings of the printer unit:

1. Turn off the printer.
2. Press and hold the Paper Feed Button.
3. Turn on the Power Switch of the printer.
4. Release the Paper Feed Button.

The Indicators would blink and then the printer starts printing out the self-test data.



## 5. Ethernet Connection and Configuration

When connecting the printer to the Host PC, you can:

### 1. **Direct Cable Connection:**

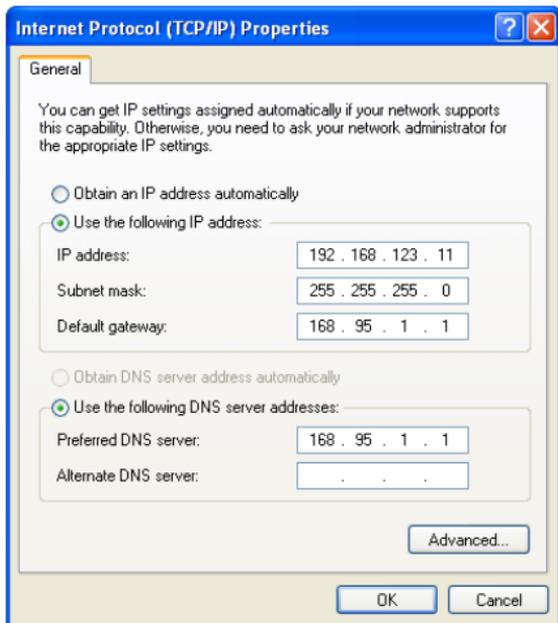
Use the supplied Ethernet crossover cable to create a direct cable connection to your Host PC.

#### **Note:**

Be sure to assign the IP address of the Host PC under the same subnet as your Printer

e.g.: Printer: **192.168.123.100**

Host: **192.168.123.xxx**



**Assign the IP address of the Host PC  
(Direct Cable Connection)**

- **Acquire the IP address of the Printer**

You can perform Self-Test of the printer and acquire the IP address of the printer.

- **Fixed IP Setting (Default)**

If a fixed IP address is assigned to the printer, perform the self-test and the printer will print out the data.

Protocols:	TCP/IP (A1)
Mac address:	X-XXX-XXX-XX
IP address:	192.168.123.100
Netmask:	255.255.255.0

**Print out the Self-test data**

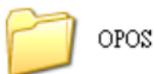
**Note:**

The default IP address is 192.168.123.100

## 6. Code Page Setup

Place the supplied Utility CD into the CD-ROM drive.

1. Browse the CD and open the folder “Utility” to install the required software.



2. Click the folder “SetCodePage” to access the software



3. Double click the icon “Setup.EXE” to initial installation. Follow the instructions to install the utility.



## ● Code Page Setup Utility

This utility can help user to setup the code page of the printer.

### Note: Before Setup

It may need to re-configure the printer prior to the code page setup (for example: DIP Switch Configuration).

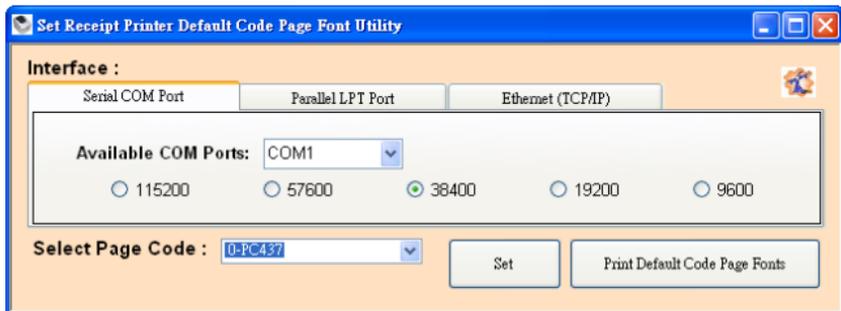
It's recommended to consult the technical personnel relating to the information about the code page and application.

### ■ Interface

User can establish communication with printer via this menu. Select the proper submenu by the connection type of the printer.

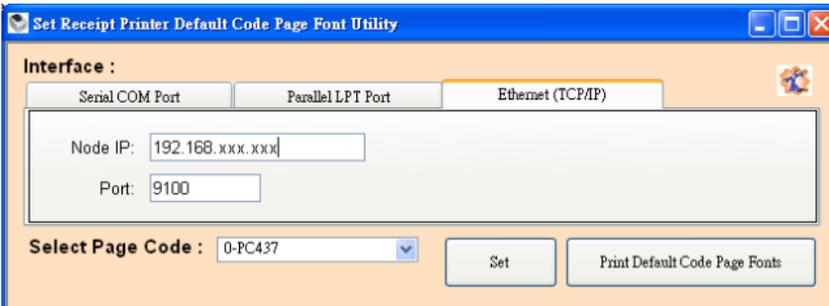
### For Serial COM Port:

Select the proper COM port and baud rate to establish communication.



## For Ethernet (TCP/IP):

Enter the IP address of the printer to establish the communication.



**Set Receipt Printer Default Code Page Font Utility**

**Interface :**

Serial COM Port    Parallel LPT Port    **Ethernet (TCP/IP)**

Node IP: 192.168.xxx.xxx

Port: 9100

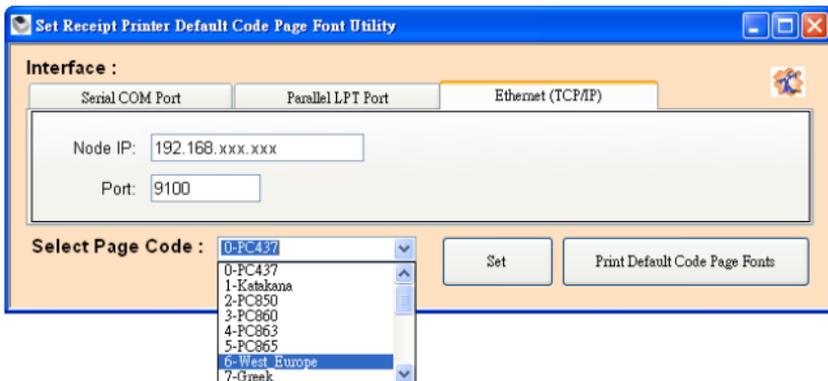
Select Page Code : 0-PC437

Set    Print Default Code Page Fonts

## ■ Select Page Code

To select the codepage desired:

1. Make sure to the DIP switch 4 of the printer is set **ON** (please refer to DIP Switch Configuration for further information).
2. Go to the scroll menu and select the preset codepage desired.  
User can enter the codepage number into the field manually. (Please refer to the printed Self-Test page for the code number support).
3. Click “Set” button to confirm the setting.



## 4. Re-initiate the Printer:

Be sure to **Turn-Off and Turn-On** the printer again to initiate the printer with new codepage setting.  
(User can perform the self-test again to exam the new code page setting).

