

USER MANUAL

P3L

CUSTOM

CUSTOM S.p.A.
Via Berettine 2/B
43010 Fontevivo (PARMA) - Italy
Tel. : +39 0521-680111
Fax : +39 0521-610701
http: www.custom.biz

Customer Service Department:
www.custom4u.it

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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 55024/EN 55035 (*Electromagnetic compatibility of multimedia equipment - Immunity requirements*)
- EN IEC/EN 62368-1 (*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.



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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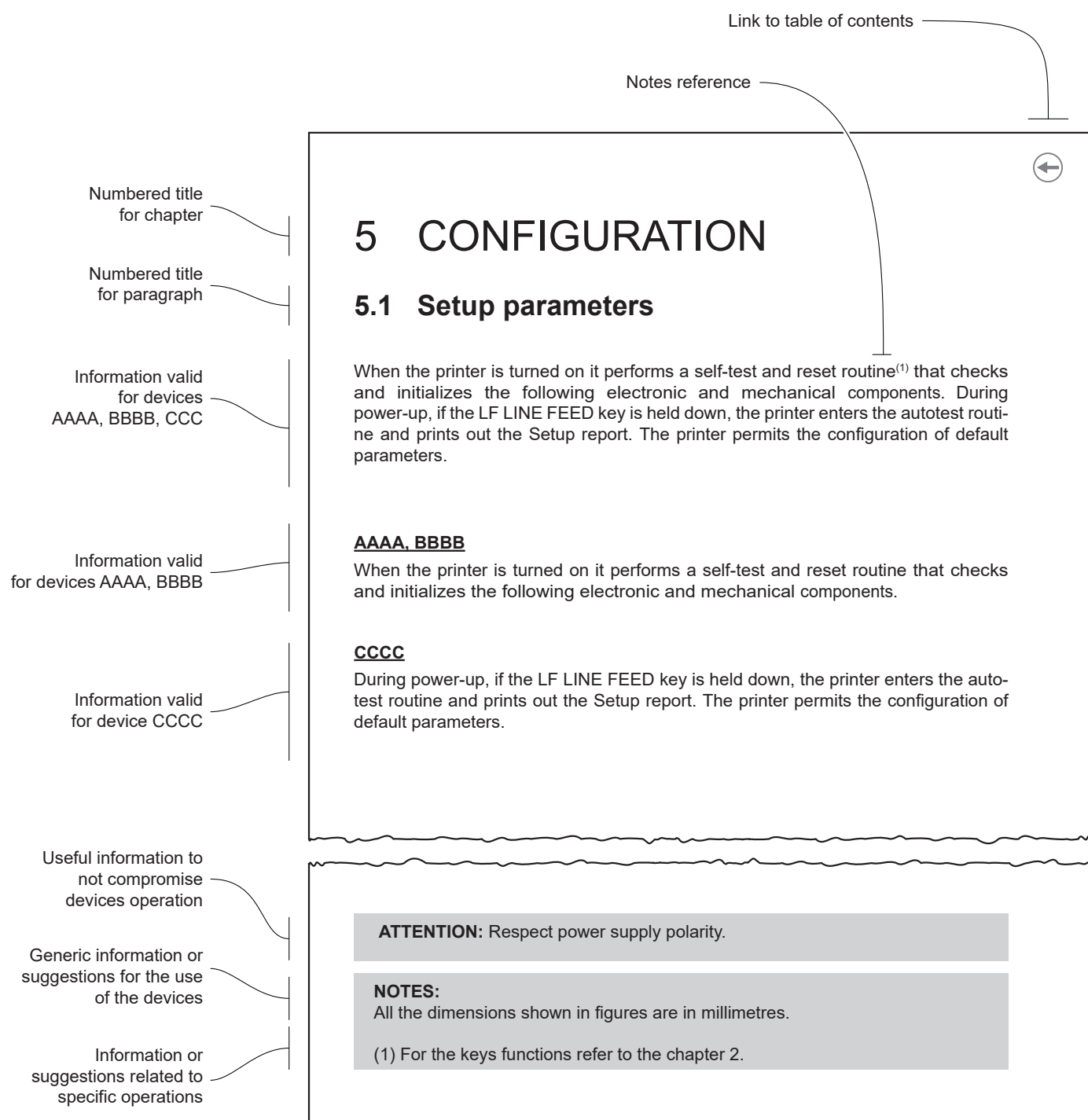
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1 INTRODUCTION

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.





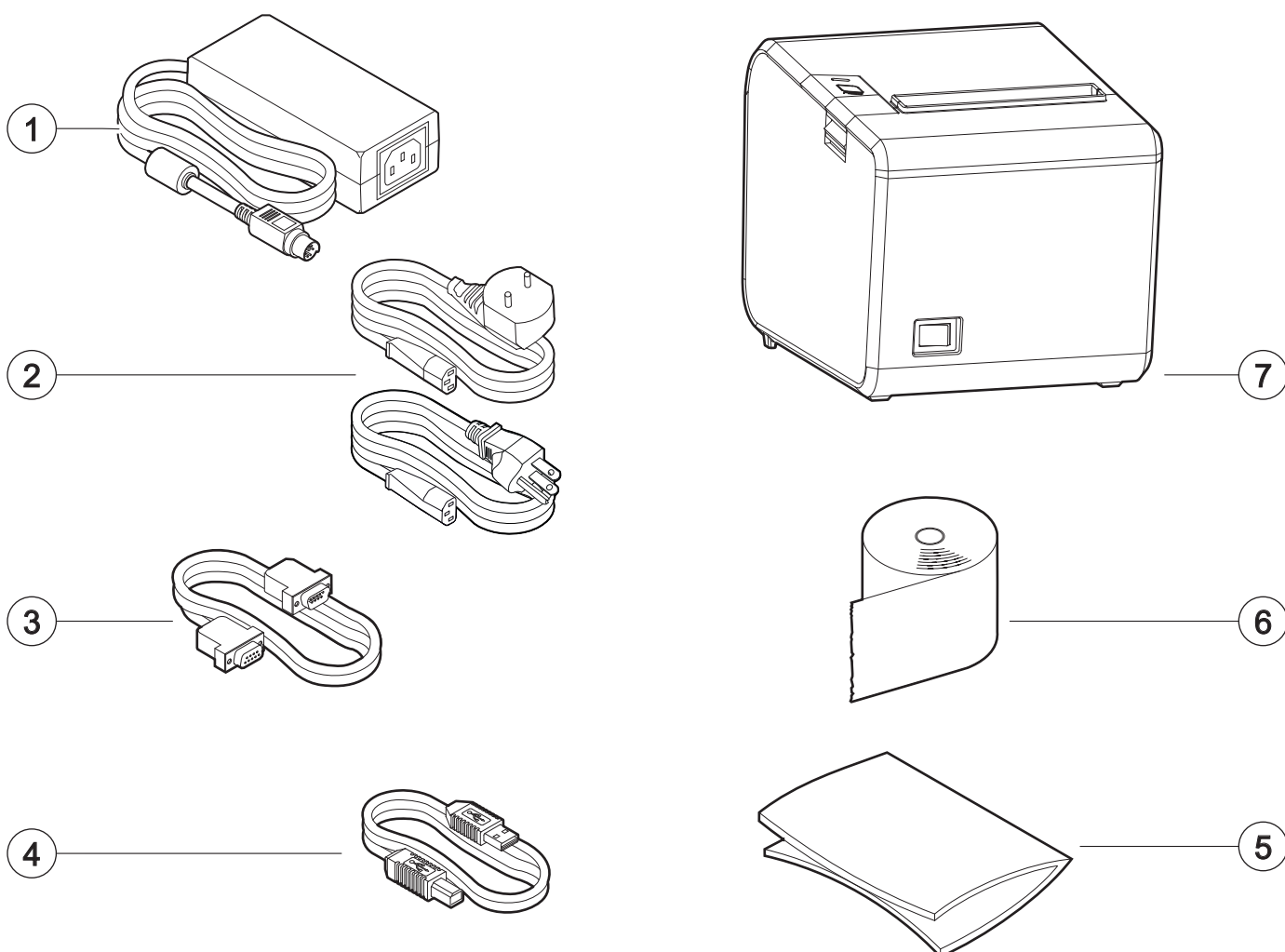
2 DESCRIPTION

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.

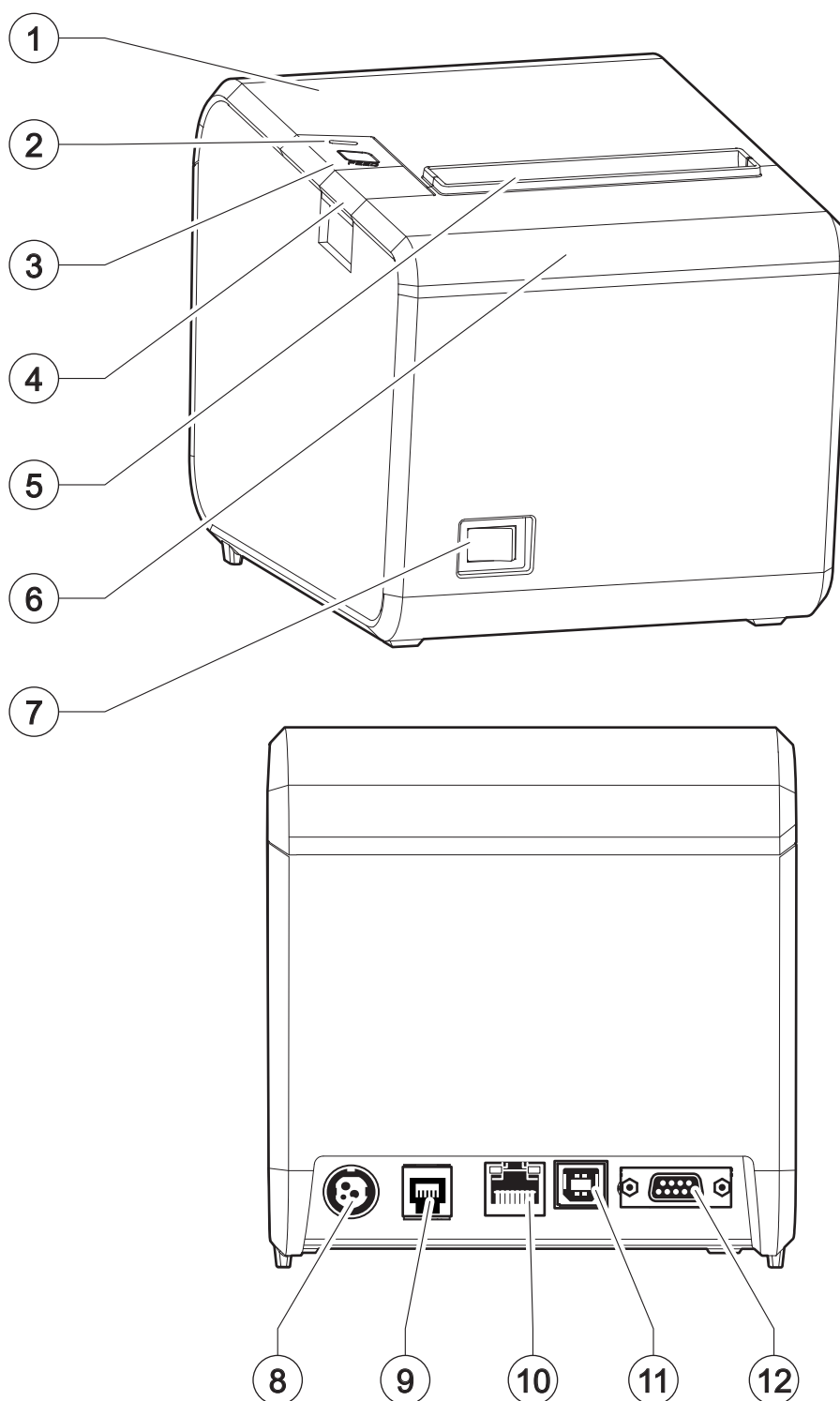
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact Customer Service.

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



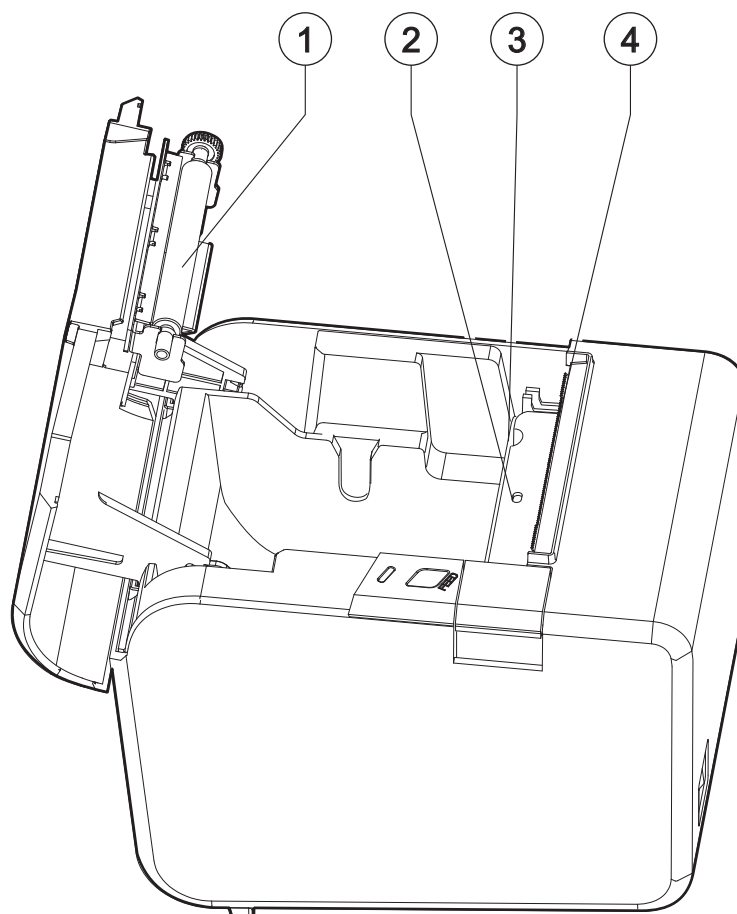
2.2 Device components: external views

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



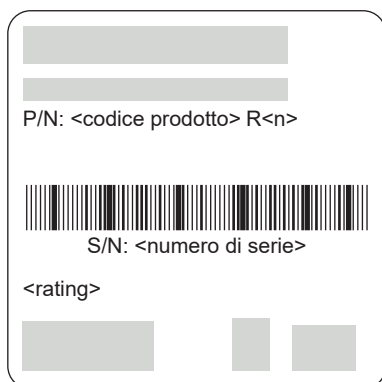
2.3 Device components: internal views

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.

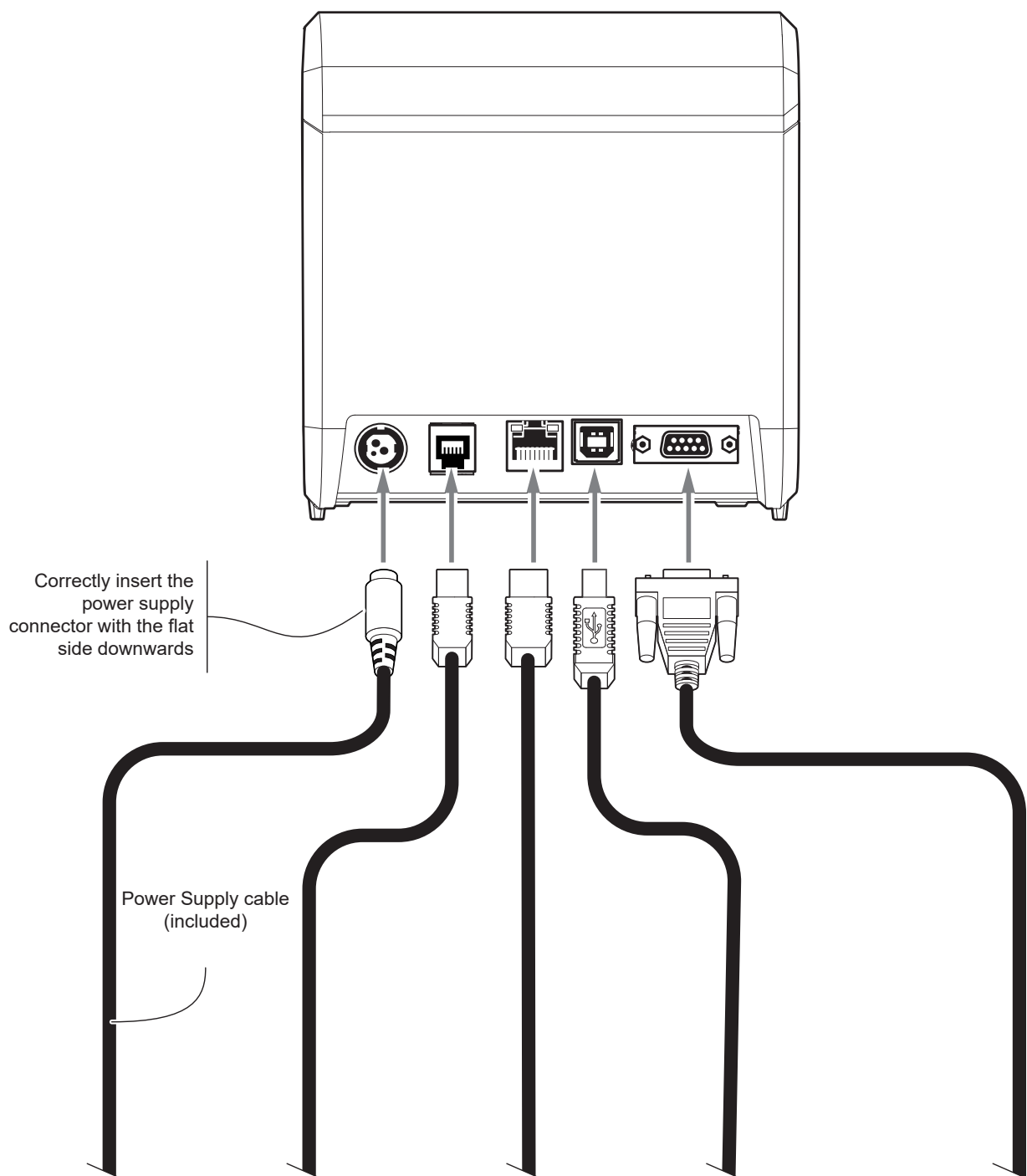
STATUS LED		DESCRIPTION
-	OFF	DEVICE OFF
GREEN	ON	PRINTER ON: NO ERROR
RED RECOVERABLE ERROR	X2	DEVICE MECHANISM INSTALLATION ERROR / TEMPERATURE BELOW -50 °C
RED RECOVERABLE ERROR	X3	LOW PAPER
RED RECOVERABLE ERROR	X4	AUTOCUTTER ERROR
RED RECOVERABLE ERROR	X5	TEMPERATURE ABOVE 80 °C
RED RECOVERABLE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



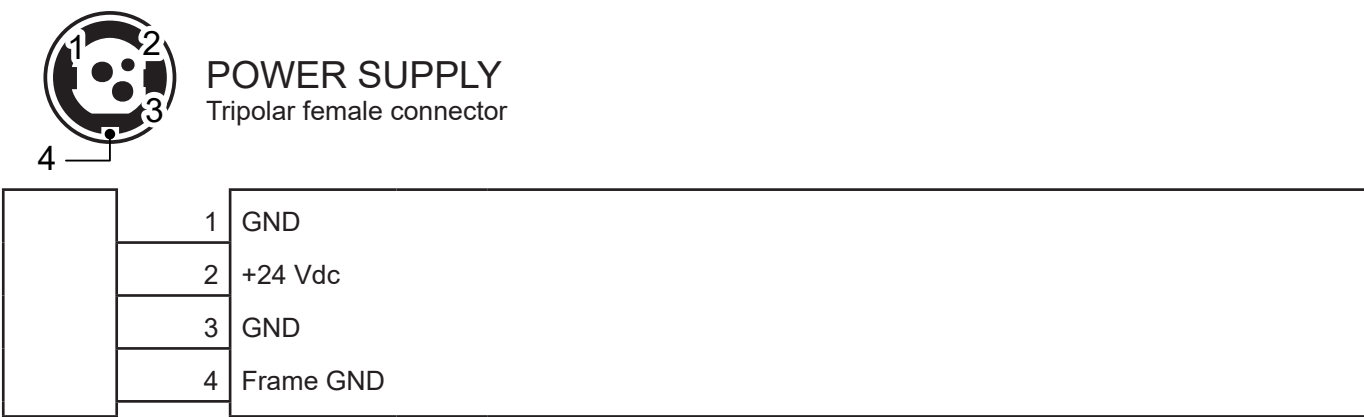
3 INSTALLATION

3.1 Connections

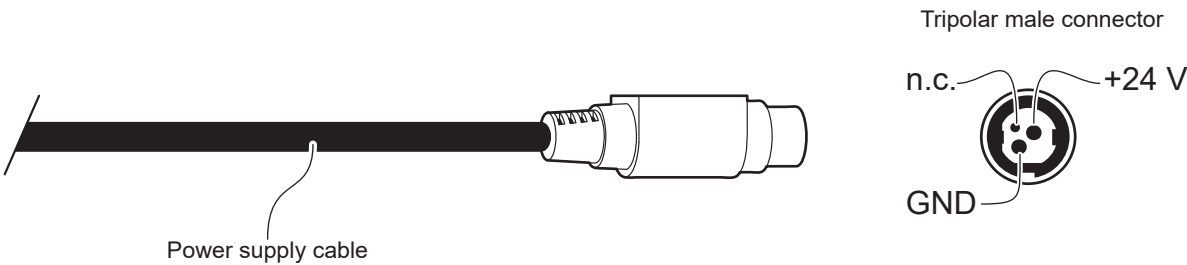
The following figure shows the possible connections for the device. When the RS232 and USB communication cables are connected to the device at the same time, communication takes place via the USB port.



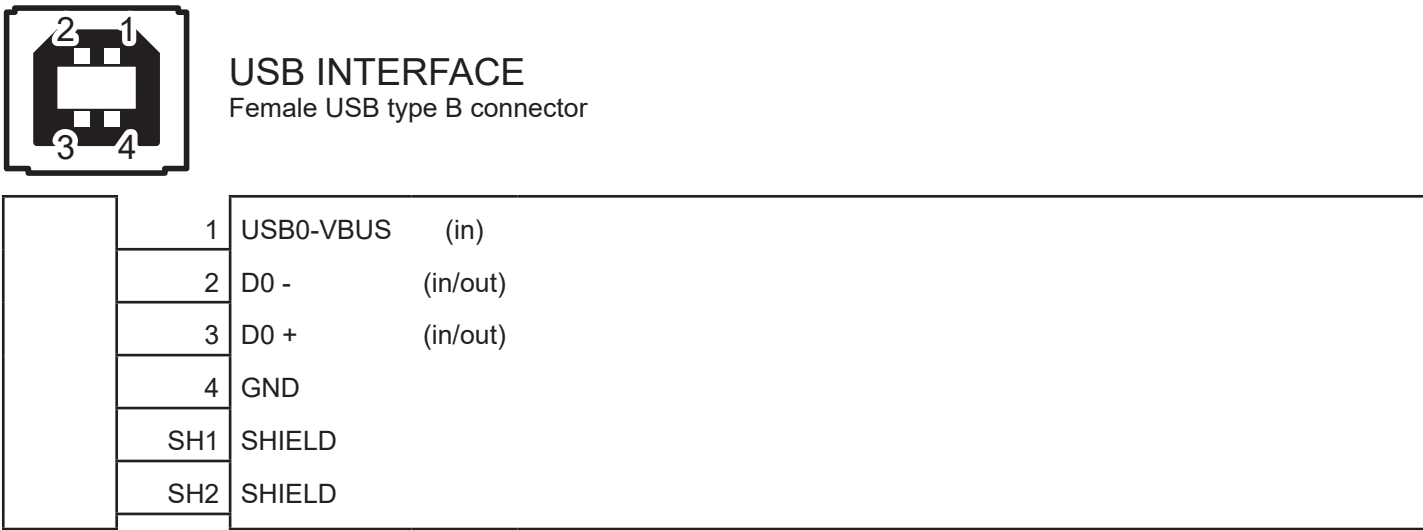
3.2 Pinout

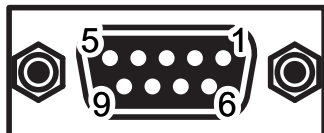


The following figure shows the connector pinout of power supply cable:



ATTENTION:
Respect power supply polarity.





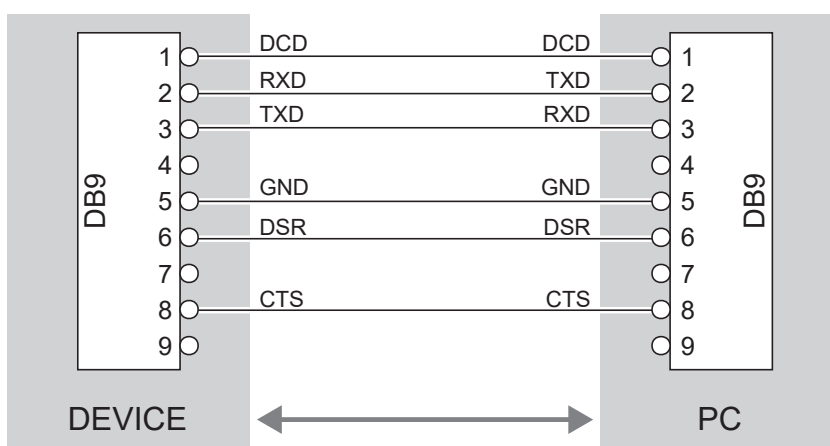
RS232 SERIAL INTERFACE

Female DB9 connector

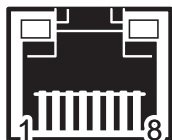
1	DTR	
2	TX	During transmission, takes the values -VRS232 and + VRS232 depending on data
3	RX	During reception, takes the values -VRS232 and +VRS232 depending on data
4	DSR	
5	GND	
6	DTR	When +VRS232, device is power on
7	CTS	
8	RTS	When +VRS232, device is ready to receive data
9	n.c.	

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).

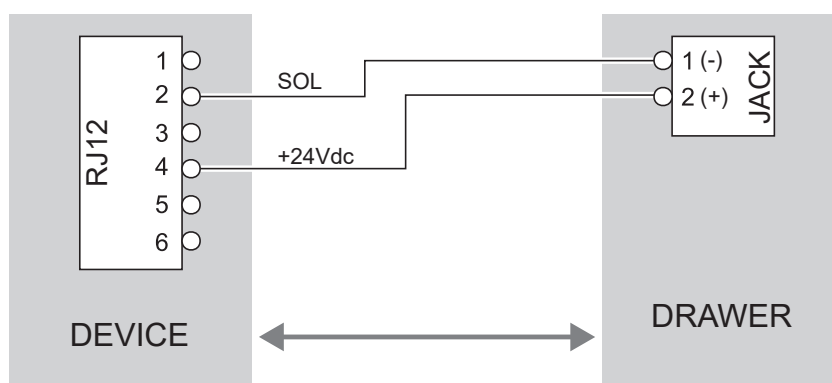


DRAWER CONNECTOR

Female RJ12 connector

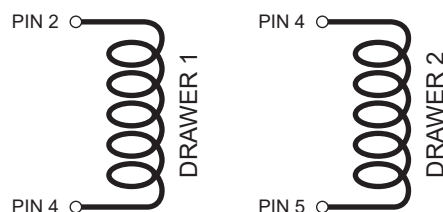
1	GND	
2	SOL1	(out) Drawer 1 command (open collector)
3	CASS	(in) Drawer status
4	+24 Vdc	
5	SOI2	(out) Drawer 2 command (open collector)
6	GND	

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.





3.3 Driver and SDK

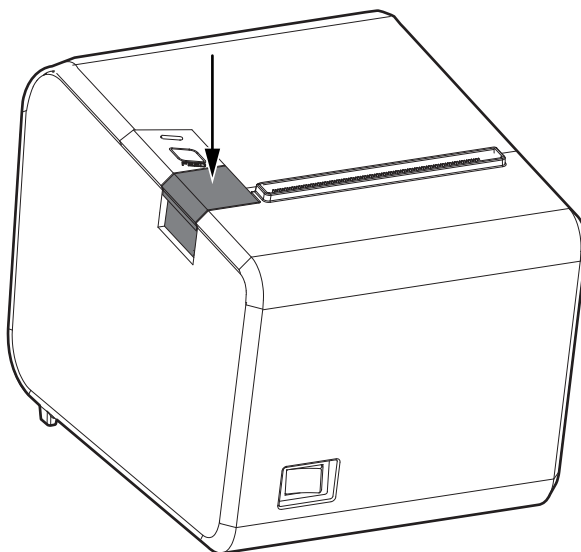
In the website www.custom4u.it are available the drivers for the following operating system:

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

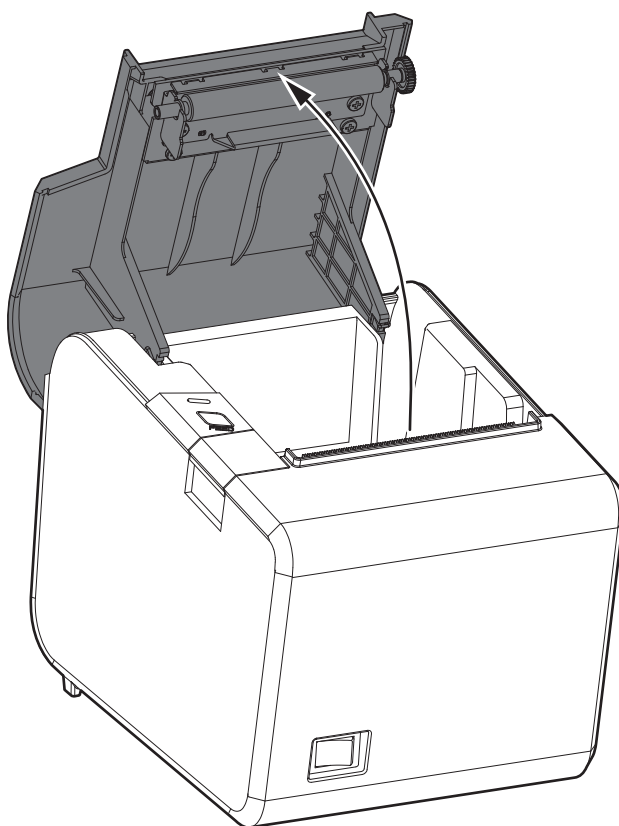
4.1 Opening the cover

1



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

2

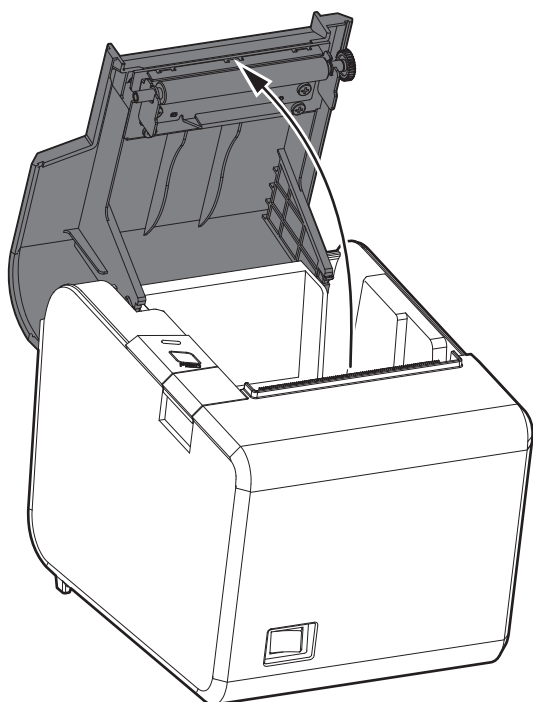


The device cover opens automatically.

4.2 Adjusting the paper width (optional)

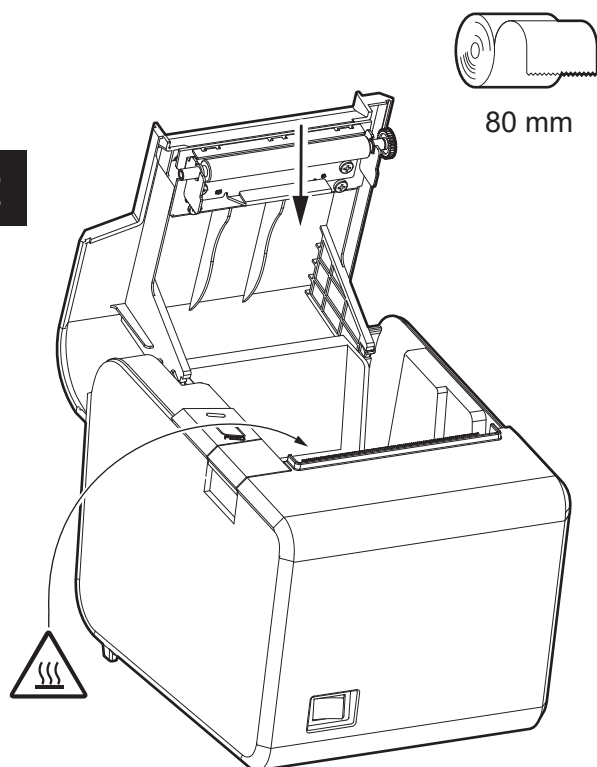
The device can be optionally equipped with an adapter for the regulation of paper width to use. To adjust the paper width, proceed as follows.

1



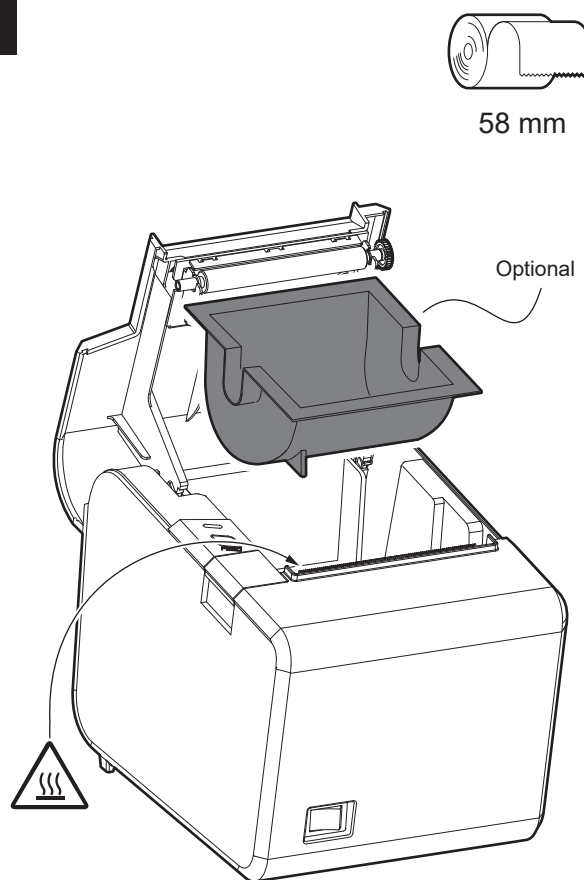
Open the device cover
(see [paragraph 4.1](#)).

2



In standard configuration,
device handles 80 mm paper width.

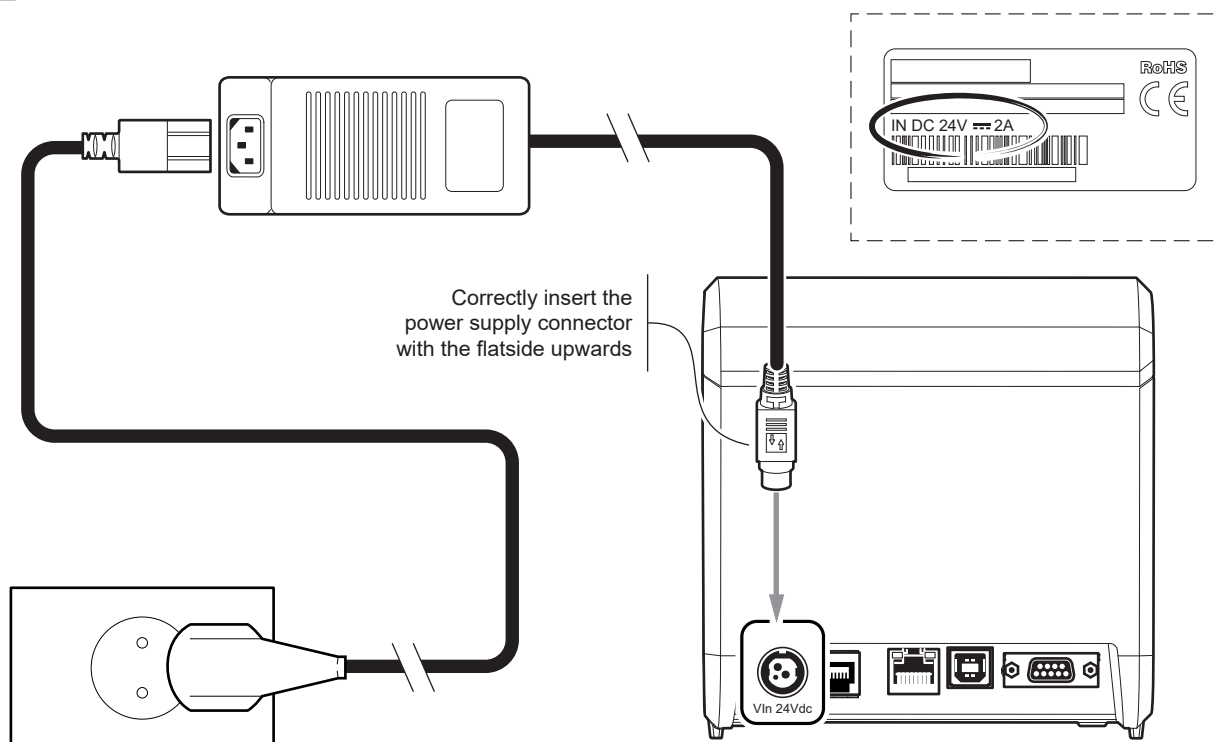
3



To use 58 mm paper width,
properly place the optional paper adapter
(see [chapter](#)).

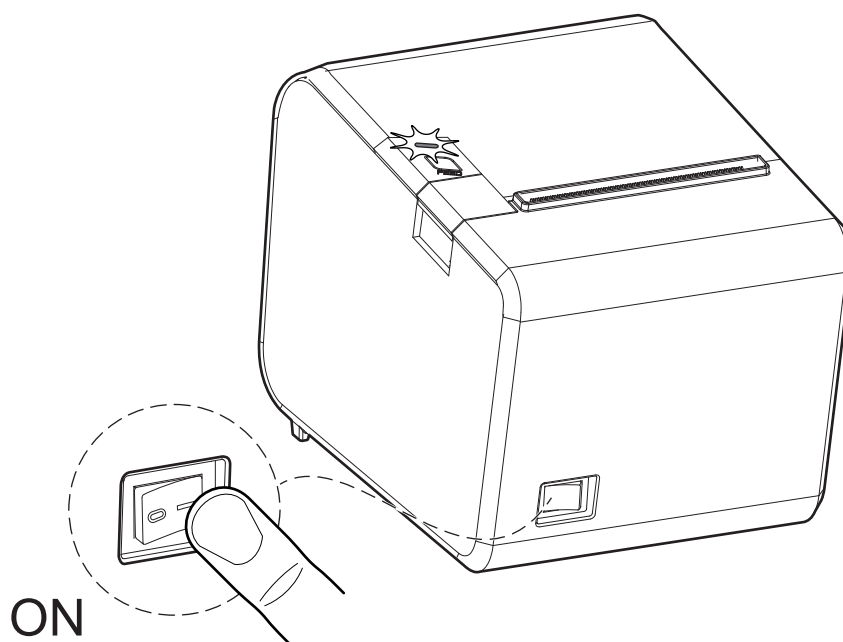
4.3 Switch the device ON/OFF

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

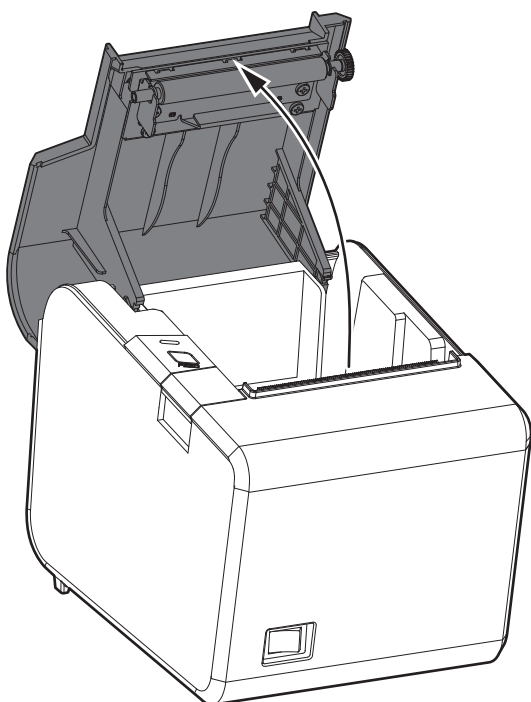


Switch device on pressing ON/OFF key, the indicator light is switched on and the device is ready.
Switch device off pressing ON/OFF key.

4.4 Loading the paper roll

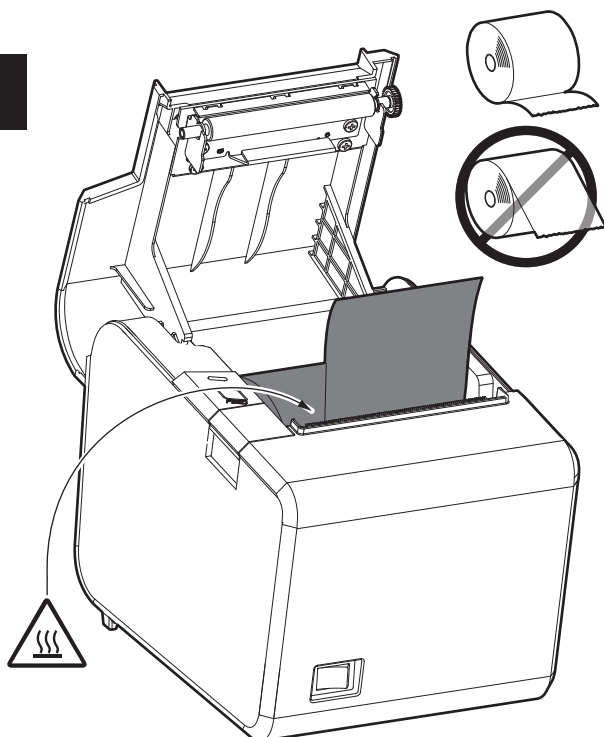
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



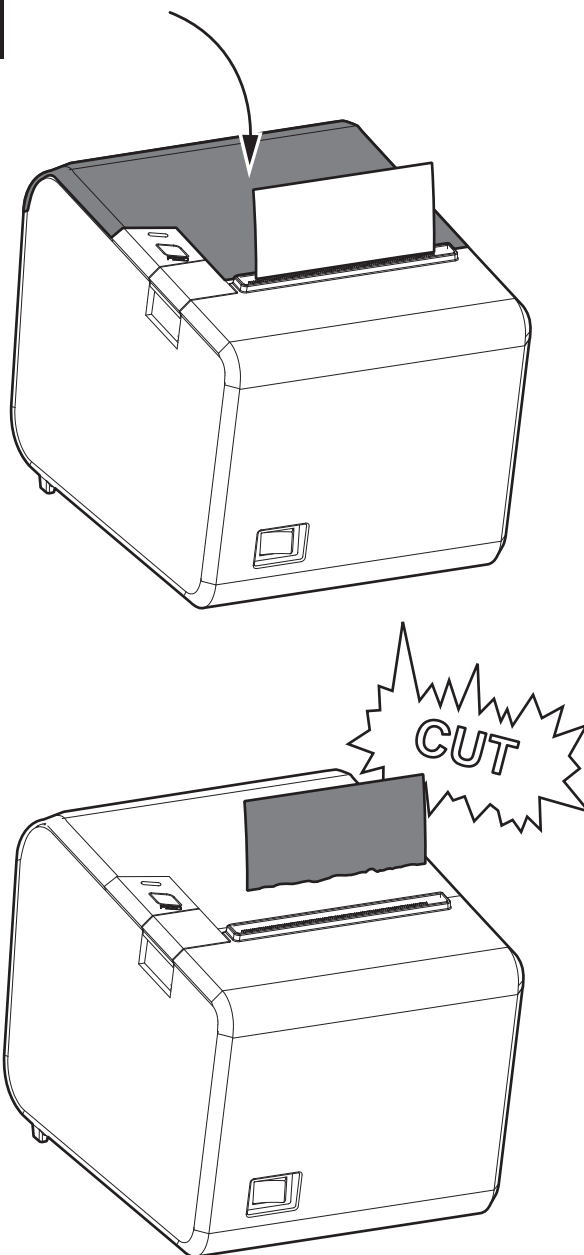
Open the device cover [paragraph 4.1](#)) and, if necessary, adjust the paper width (see [paragraph 4.2](#)).

2



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

3



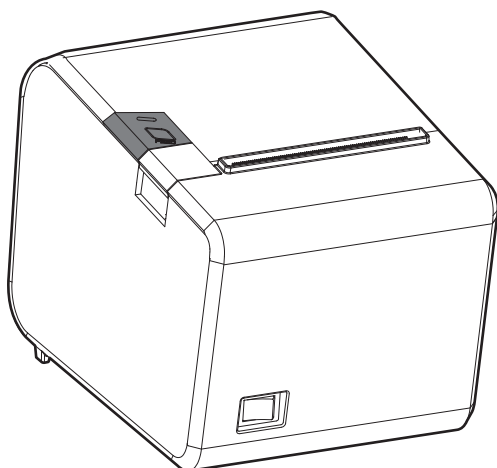
Close the device cover and wait until the paper is loaded and automatically cut off.

5 CONFIGURATION

5.1 Self test print

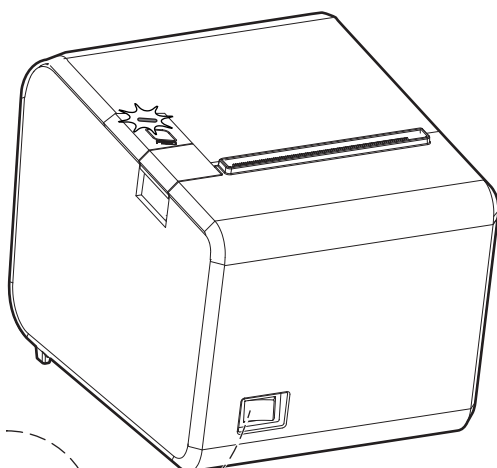
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



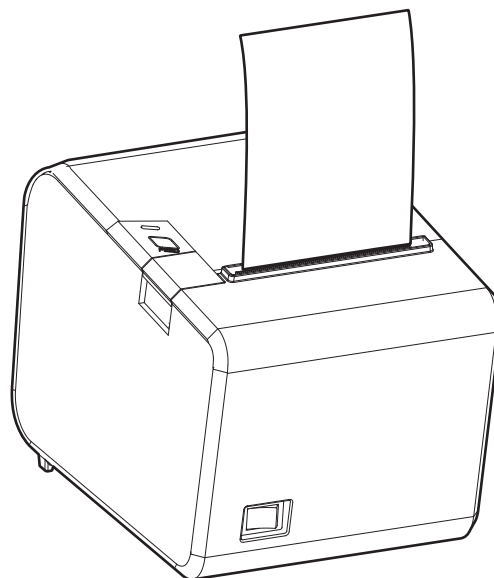
To enter the SELF TEST mode press the FEED key.

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.

CODE TABLE	{	CHARACTER CODE TABLE
		01234567 89ABCDEF
	{	0-
		1-
	{	2- !"#\$%&' ()*+,-./
		3- 01234567 89:;<=>?
	{	4- @ABCDEFGH IJKLMNOP
		5- PQRSTUVWXYZ XYZ[\]^_
	{	6- 'abcdefg hijklmno
		7- pqrstuvw xyz{ }1~w
	{	_____

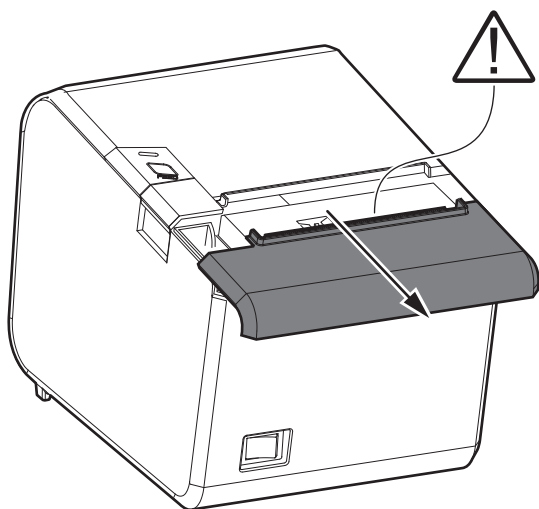
	{	_____

PARAMETERS FOR DEVICE CONFIGURATION	{	Command mode: ESC-POS
		Interface: USB&
	{	Serial 19200, None, 8 , 1
		Ethernet (10Base/100Base)
	{	DHCP: Disabled
		Ethernet ID: <xx-xx-xx-xx-xx-xx>
PARAMETERS FOR ETHERNET	{	Ip address: <xxx.xxx.x.xx>
		Port: 9100
	{	Netmask: <xxx.xxx.xxx.x>
		Gateway: <xx.xxx.x.x>
	{	BMMODE: No
		Cutter: Yes
PARAMETERS FOR DEVICE CONFIGURATION	{	Beeper: Yes
		Chinese character mode: Yes
	{	Drawer control: Yes
		Character per line: 48-fontA/64-fontB
	{	Print density: Light
		Default code page: page 255
	{	Code Page:
		0 : PC437[Std.Europe] 1 : Katakana
	{	2 : PC850[Multilingual] 3 : PC860 [Portuguese]
		4 : PC863[Canadian] 5 : CP865 [Nordic]
	{	6 : PC1251[Cyrillic] 7 : PC866[Cyrillic]
		8 : Mlk[Cyrillic/Bulgarian] 9 : PC755 [EastEurope]
	{	10: Iran 11 : RESERVE
		12 : RESERVE 13 : RESERVE
	{	14 : RESERVE 15 : PC862 [Hebrew]
		16 : PC1252 Latin I 17 : PC1253 [Greek]
	{	18 : PC852 [Latina 2] 19 : PC858 Latin
		20 : Iran II 21 : Latvian
	{	22 : PC864 [Arabic] 23 : ISO-8859-1
		24 : CP737 [Greek] 25 : PC1257 [Baltic]
	{	26 : Thai 27 : PC720 [Arabic]
		28 : PC855 29 : PC857 [Turkish]
	{	30 : PC1250 [Central Europe] 31 : PC775
		32 : PC1254 [Turkish] 33 : RESERVE
	{	34 : PC1256 [Arabic] 35 : PC1258 [Vietnam]
		36 : ISO-8859-2 [Latin 2] 37 : ISO-8859-3
	{	38 : ISO-8859-4 [Baltic] 39 : ISO-8859-5
		40 : ISO-8859-6 [Arabic] 41 : ISO-8859-7
	{	42 : ISO-8859-8 [Hebrew] 43 : ISO-8859-9
		44 : ISO-8859-15 [Latin 3] 45 : Thai 2
	{	46 : PC856 47 : PC874
FIRMWARE	{	DEGREE:24
		MILAGE:299.69
	{	HEAT DOT=640 ON=600 OFF=70
		VERSION GD107_V1.11 <DATA>
	{	CPUID:<XXXXXXXX-XXXXXXXX-XXXXXXXX>

6 MAINTENANCE

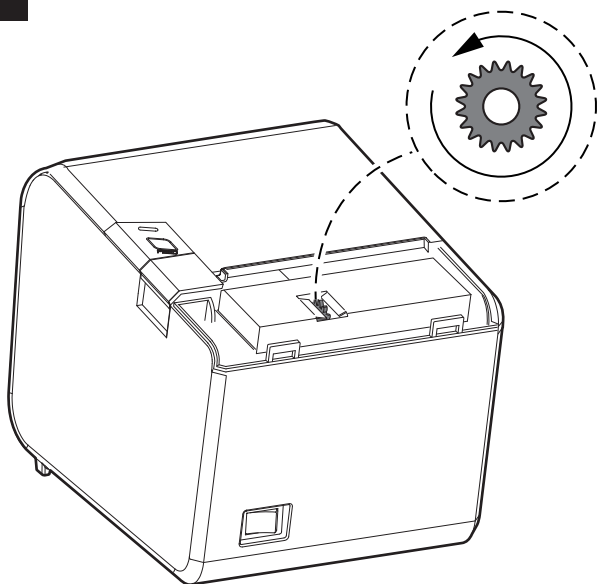
6.1 Autocutter paper jam

1



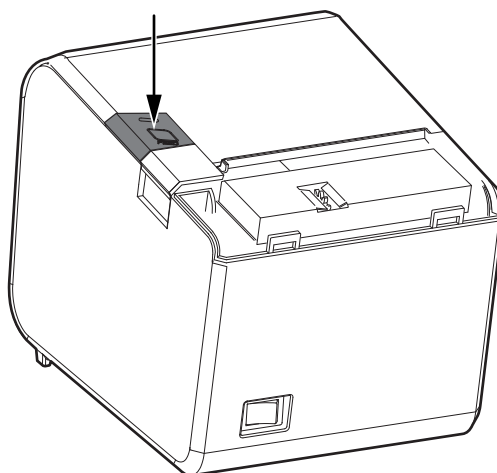
Remove the cutter cover pay attention to not work near the cutter blade with the finger, because the rotary cutter blade exposes its sharp part.

2



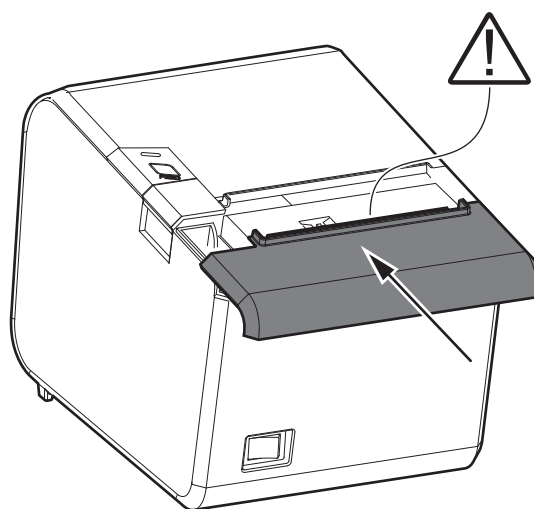
Rotate the gear in the direction it opposes less resistance.

3



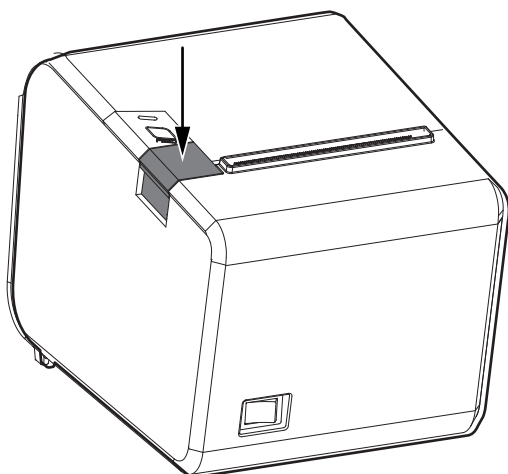
Press the FEED key.
If the problem is not solved, contact the technical assistance service.

4



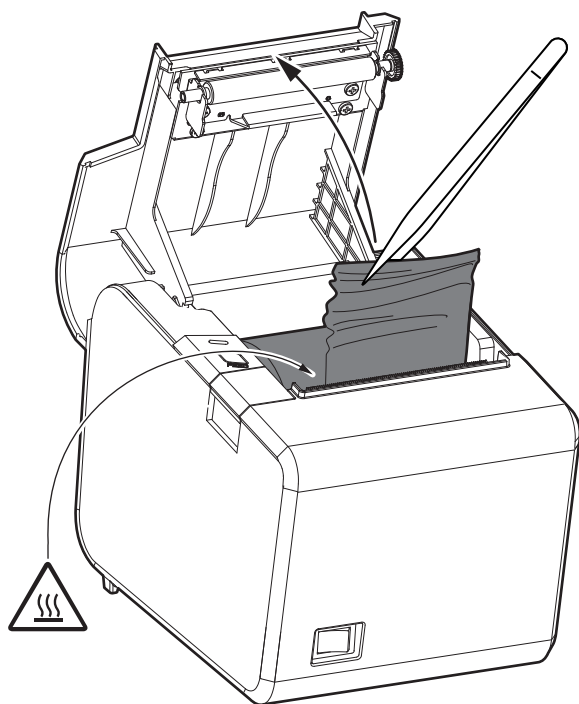
Refit the previously removed cutter cover.

5



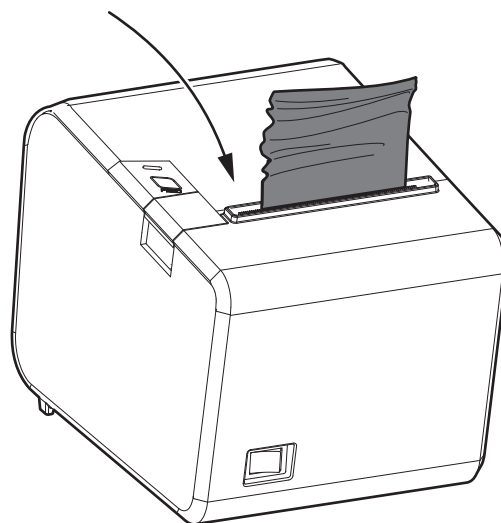
Press and hold the OPEN key to open the device cover.

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.

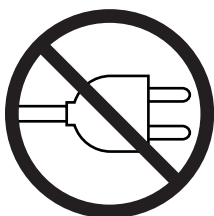
EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Platen roller	Use isopropyl alcohol
EVERY 5 PAPER CHANGES	
Autocutter	Use compressed air
Paper path	Use compressed air or tweezers
Sensors	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Chassis	Use compressed air or a soft cloth

6.3 Cleaning

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

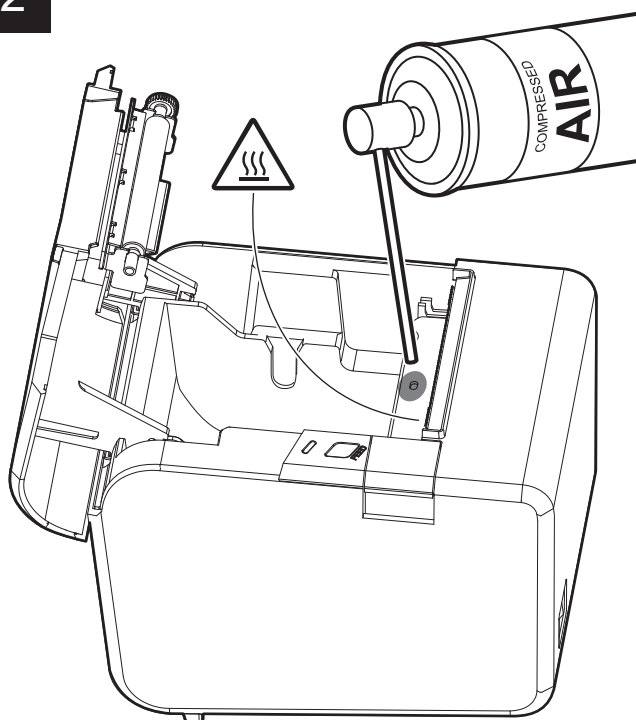
Sensor

1



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

2



ATTENTION:

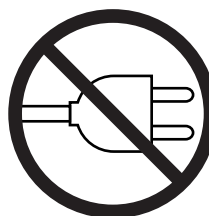
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the device sensors
by using compressed air.

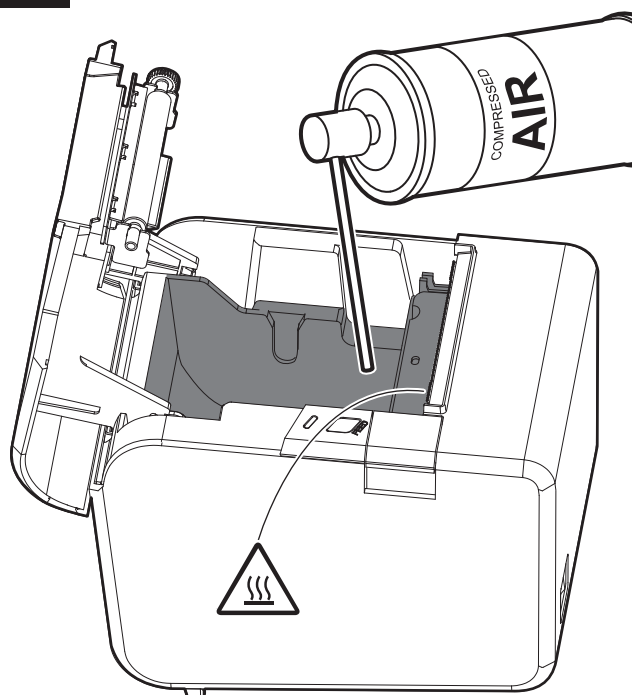
Paper path

1



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

2



ATTENTION:

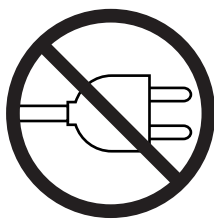
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

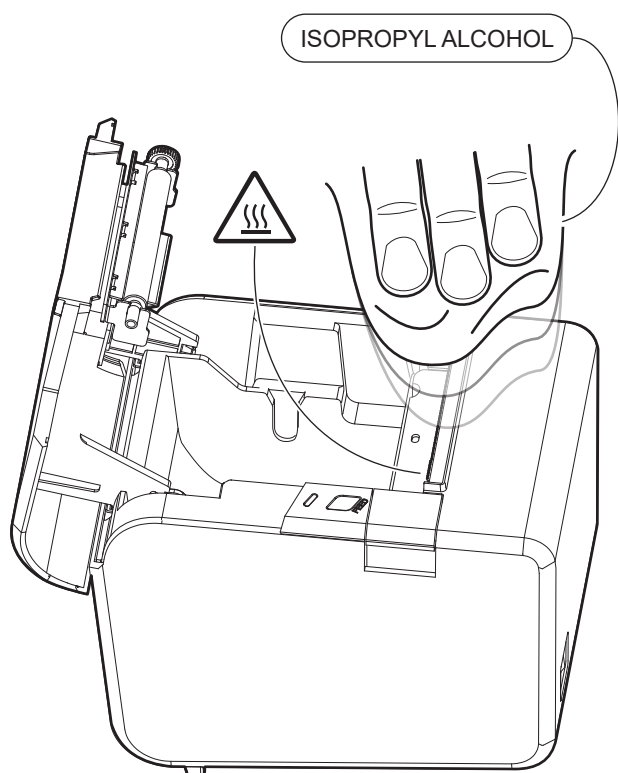
Printhead

1



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

2



ATTENTION:

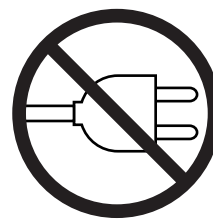
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

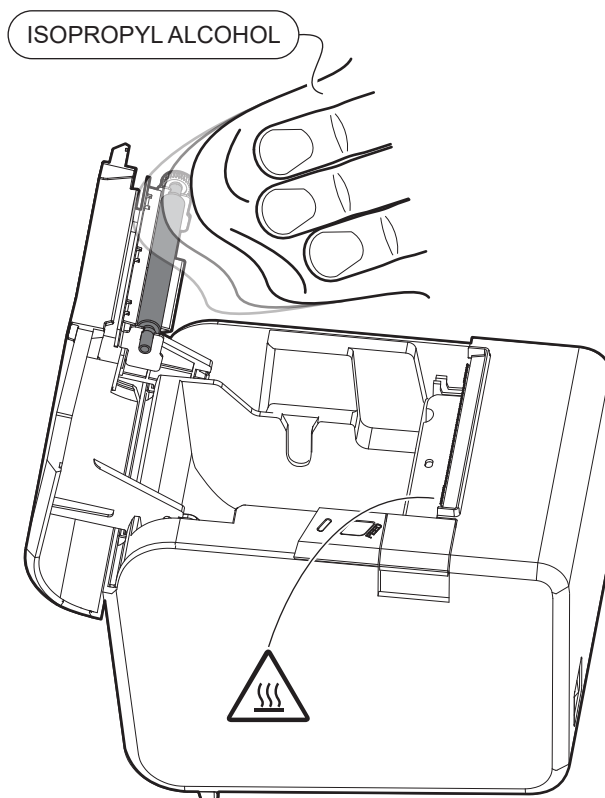
Platen roller

1



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

2



ATTENTION:

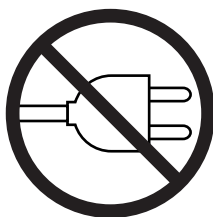
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

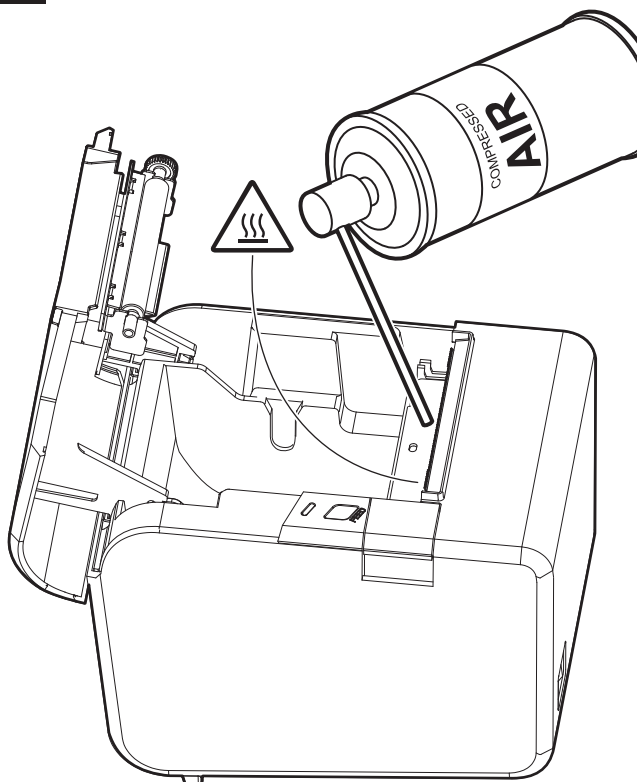
Autocutter

1



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

2



ATTENTION:

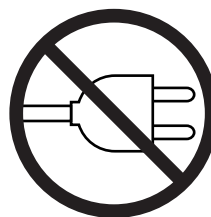
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the autocutter compartment from the inside using compressed air.

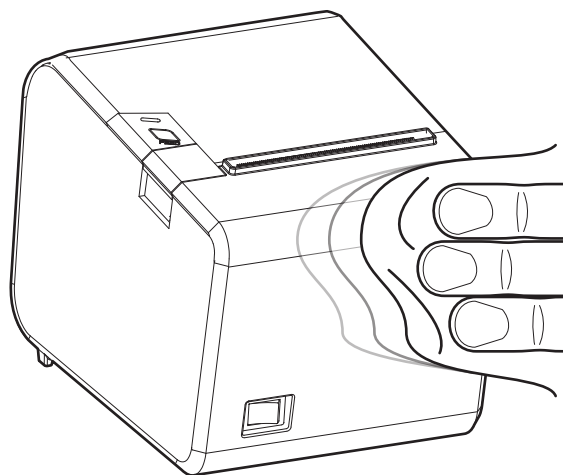
Chassis

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
DEVICE	
Resolution	203 dpi (8 dot/mm)
Printing method	Thermal with fixed head (8 dot/mm)
Head life ⁽¹⁾	
Abrasion resistance ⁽²⁾	150 km (with recommended paper)
Printing speed ^{(1) (3)}	250 mm/s
Character fonts	48 character code tables (see paragraph 7.2)
Printable barcode	UPCA, UPCE, EAN13, EAN8, CODE39, ITF, I25, CODABAR, CODE128, CODE11, PDF417, MSI, QRCODE
PAPER	
Type of paper	Thermal rolls Heat-sensitive side on outside of roll
Paper width	80 mm ± 0.5 mm 58 mm ± 0.5 mm (with optional paper width adapter)
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



ENVIRONMENTAL CONDITIONS

Operating temperature	from 0 °C to 45 °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	PC1251 - Cyrillic
7	PC866 - Cyrillic
8	MIK - Cyrillic/Bulgarian
9	PC755 - East Europe
10	Iran
11	RESERVE
12	RESERVE
13	RESERVE
14	RESERVE
15	PC862 - Hebrew
16	PC1252 - Latin 1
17	PC1253 - Greek
18	PC852 - Latin 2
19	PC858 - Latin
20	Iran 2
21	Latvian
22	PC1254 - Arabic
23	ISO8859-1
24	PC737 - Greek
25	PC1257 - Baltic
26	Thai



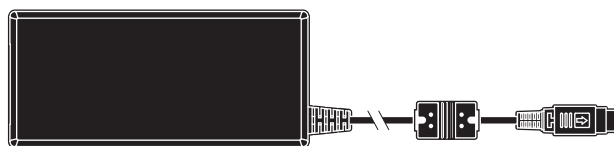
<Code page>		CHARACTER TABLES
27	PC727 Arabic	
28	PC855	
29	PC857 -Turkish	
30	PC1250 - Europa centrale	
31	PC775	
32	PC1254 - Turkish	
33	RESERVE	
34	PC1256 - Arabic	
35	PC1257 - Turkish	
36	ISO-8859-2 - Latin 2	
37	ISO-8859-3	
38	ISO-8859-2 - Baltic	
39	ISO-8859-5	
40	ISO-8859-2 - Araic	
41	ISO-8859-7	
42	ISO-8859-8 - Hebrew	
43	ISO-8859-9	
44	ISO-8859-15 - Latin 3	
45	Thai 2	
46	PC856	
47	PC874	

8 ACCESSORIES

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

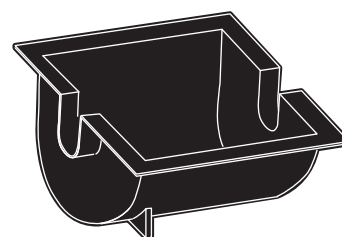
93DKZ014000L33

POWER SUPPLY



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 3.1](#))



CUSTOM S.p.A.

World Headquarters

Via Berettine, 2/B - 43010 Fontevivo, Parma ITALY

Tel. +39 0521 680111 - Fax +39 0521 610701

info@custom.biz - www.custom.biz

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