

USER MANUAL

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# PP54 EVO

*CUSTOM*<sup>®</sup>



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**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](http://www.custom4u.it).



**GUIDELINES FOR THE DISPOSAL OF THE PRODUCT**

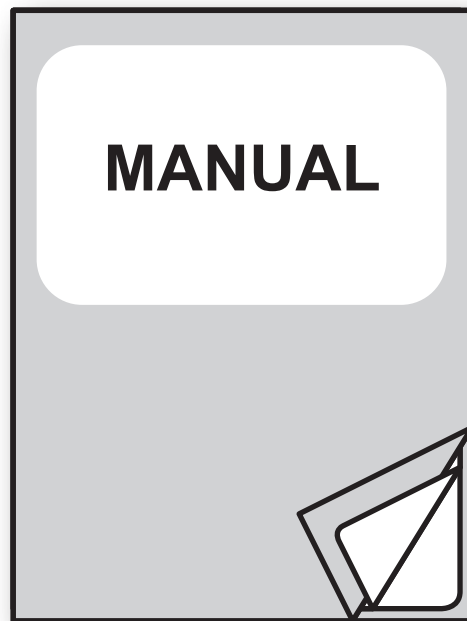
The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- 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.





For details on the commands,  
refer to the manual with code **77200000003600**

For further information about the use of “PrinterSet” tool  
refer to the manual with code **78200000001800**



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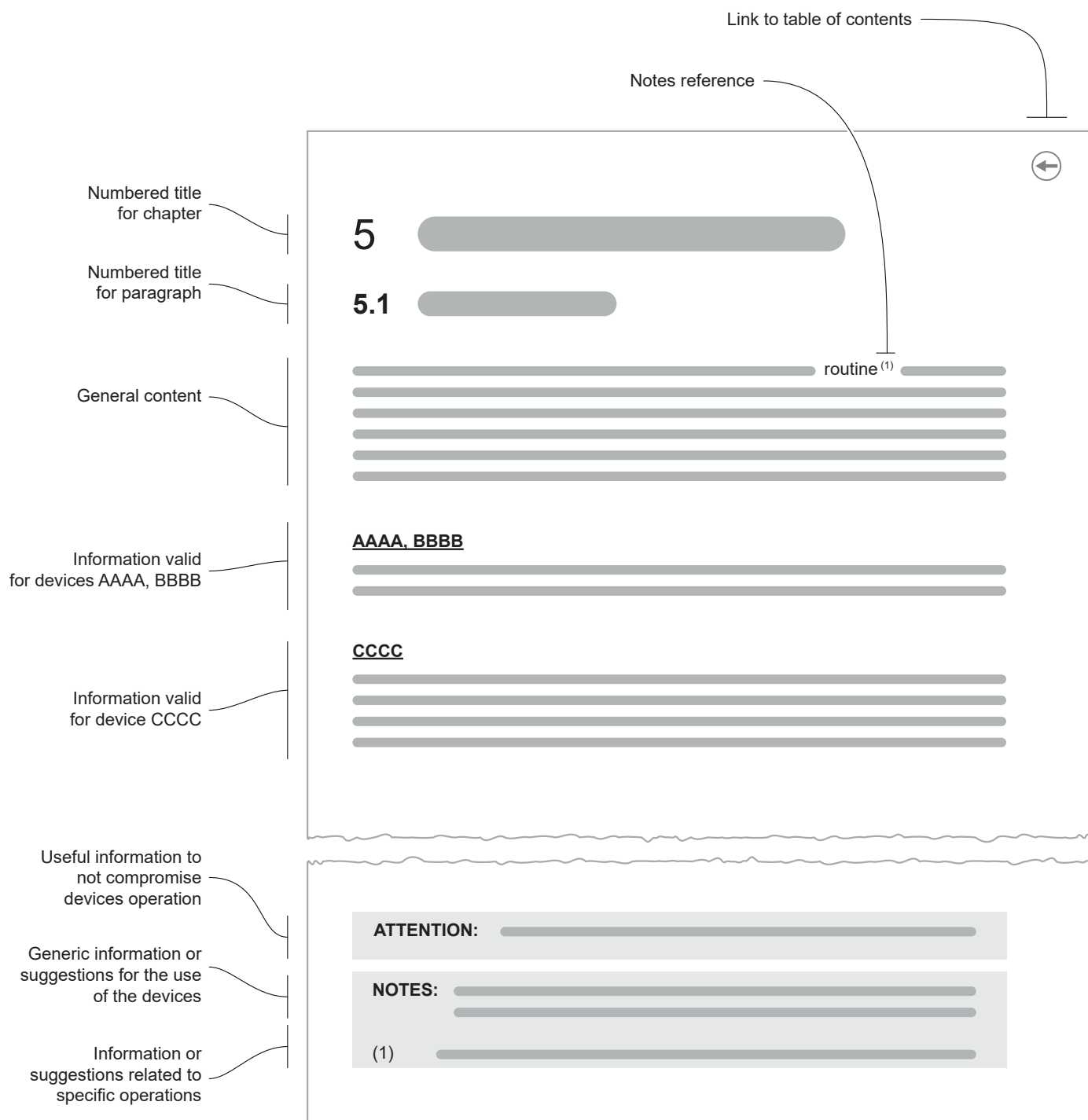
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# 1 INTRODUCTION

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 IDENTIFICATION OF THE MODELS

NOMENCLATURE	DESCRIPTION
PP54 EVO RS232 ETH 1-CIS	PP54 EVO standard configuration
PP54 EVO RS232 ETH 1-CIS RFID HF	PP54 EVO with integrated RFID HF antenna
PP54 EVO RS232 ETH 2-CIS	PP54 EVO with double CIS reader
PP54 EVO 1-FEEDER RS232 ETH 1-CIS	PP54 EVO with single feeder standard configuration
PP54 EVO 1-FEEDER RS232 ETH 1-CIS RFID HF	PP54 EVO with single feeder and integrated RFID HF antenna
PP54 EVO 1-FEEDER RS232 ETH 2-CIS RFID HF	PP54 EVO with single feeder, integrated RFID HF antenna and double CIS reader



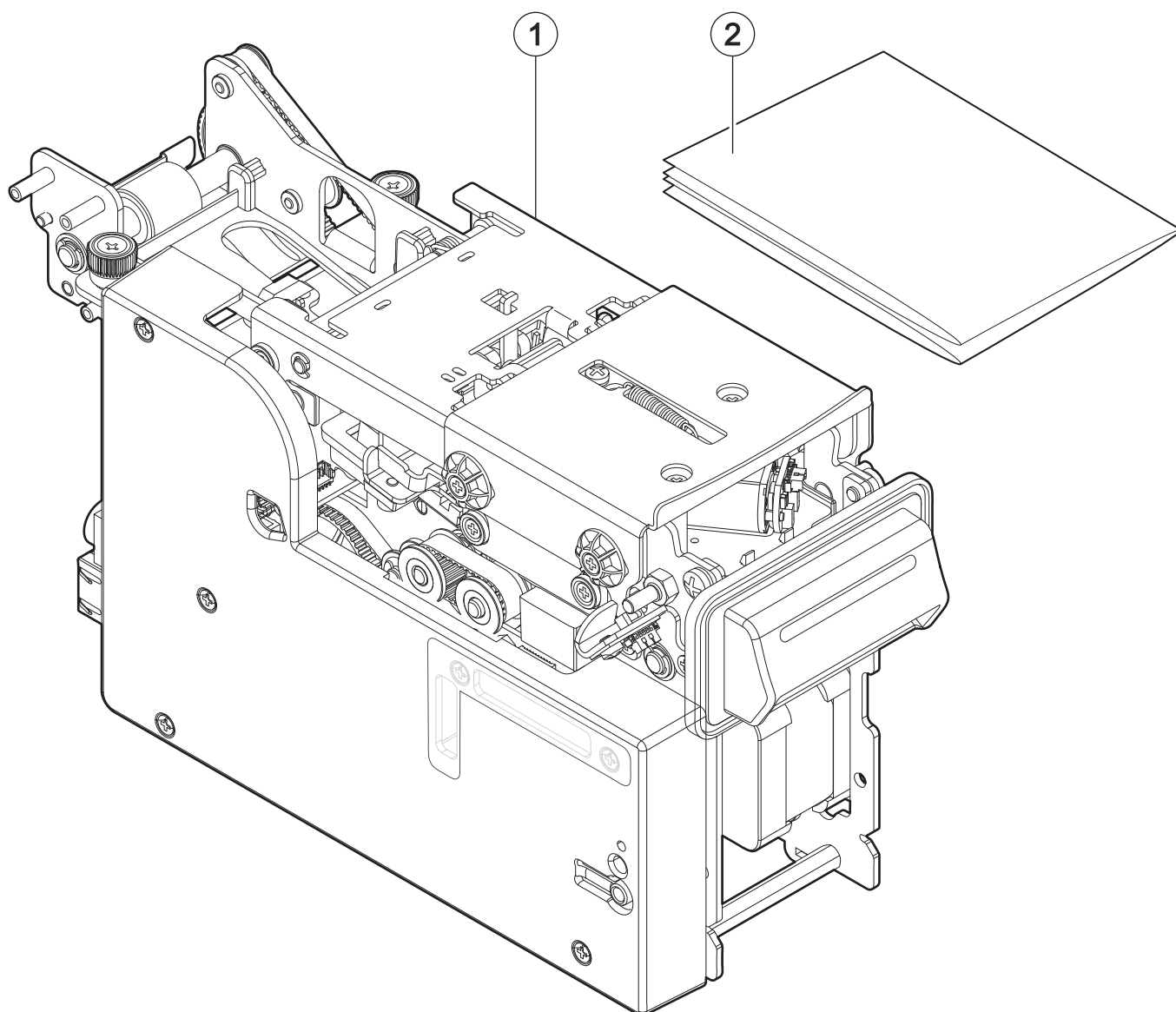
## 3 DESCRIPTION

### 3.1 Box contents

Remove the device from its carton 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.

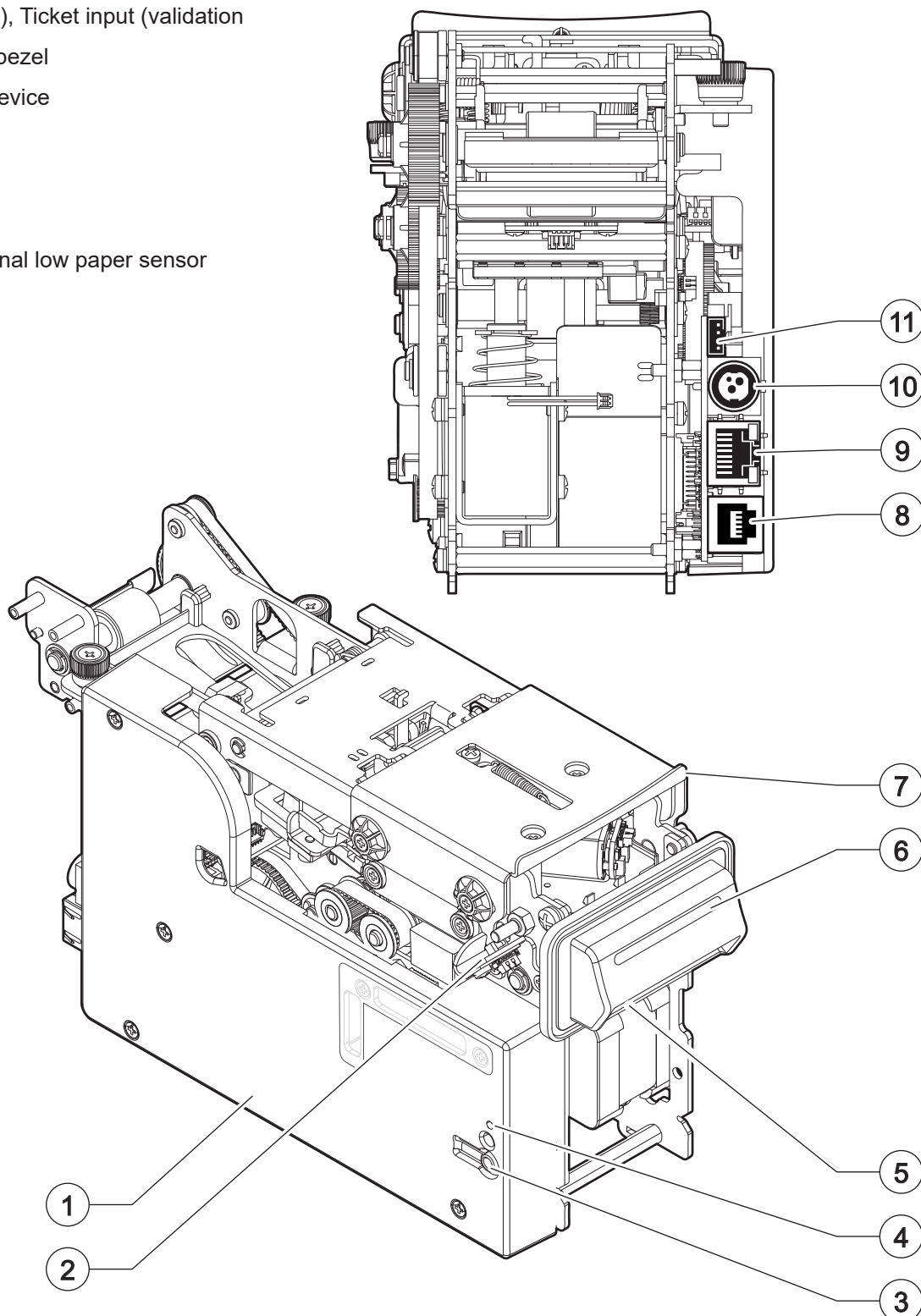
1. Device
2. Installation instructions



## 3.2 Device components: external views

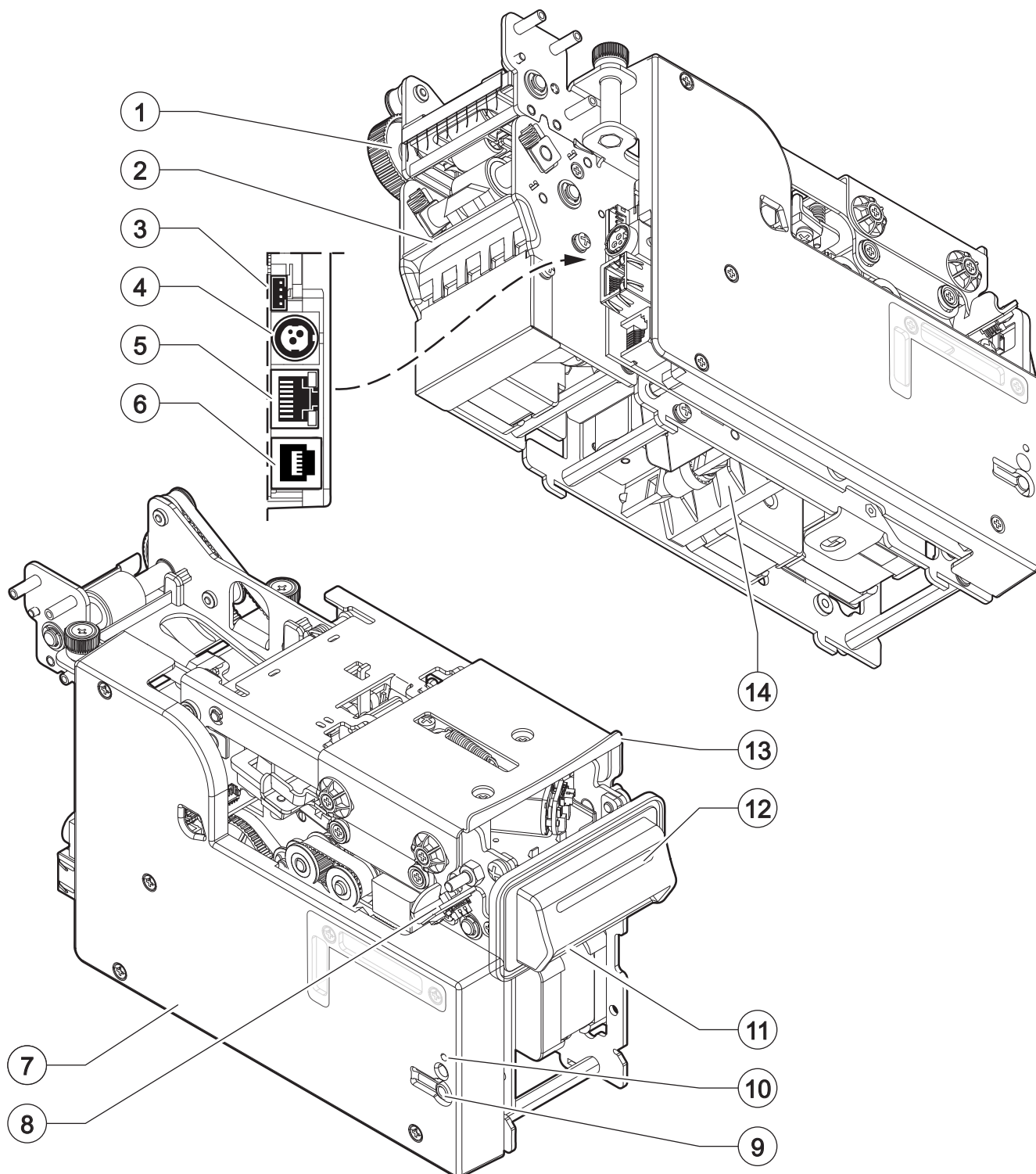
**PP54 EVO RS232 ETH 1-CIS, PP54 EVO RS232 ETH 1-CIS RFID HF, PP54 EVO RS232 ETH 2-CIS**

1. Protection cover for the electronic board
2. Sensor for cover opening detection
3. Service button
4. Status LED
5. Ticket output (issue), Ticket input (validation)
6. Status LED on the bezel
7. Opening lever for device
8. RS232 serial port
9. Ethernet port
10. Power supply port
11. Connector for external low paper sensor



**PP54 EVO 1-FEEDER RS232 ETH 1-CIS, PP54 EVO 1-FEEDER RS232 ETH 1-CIS RFID HF,**  
**PP54 EVO 1-FEEDER RS232 ETH 2-CIS RFID HF**

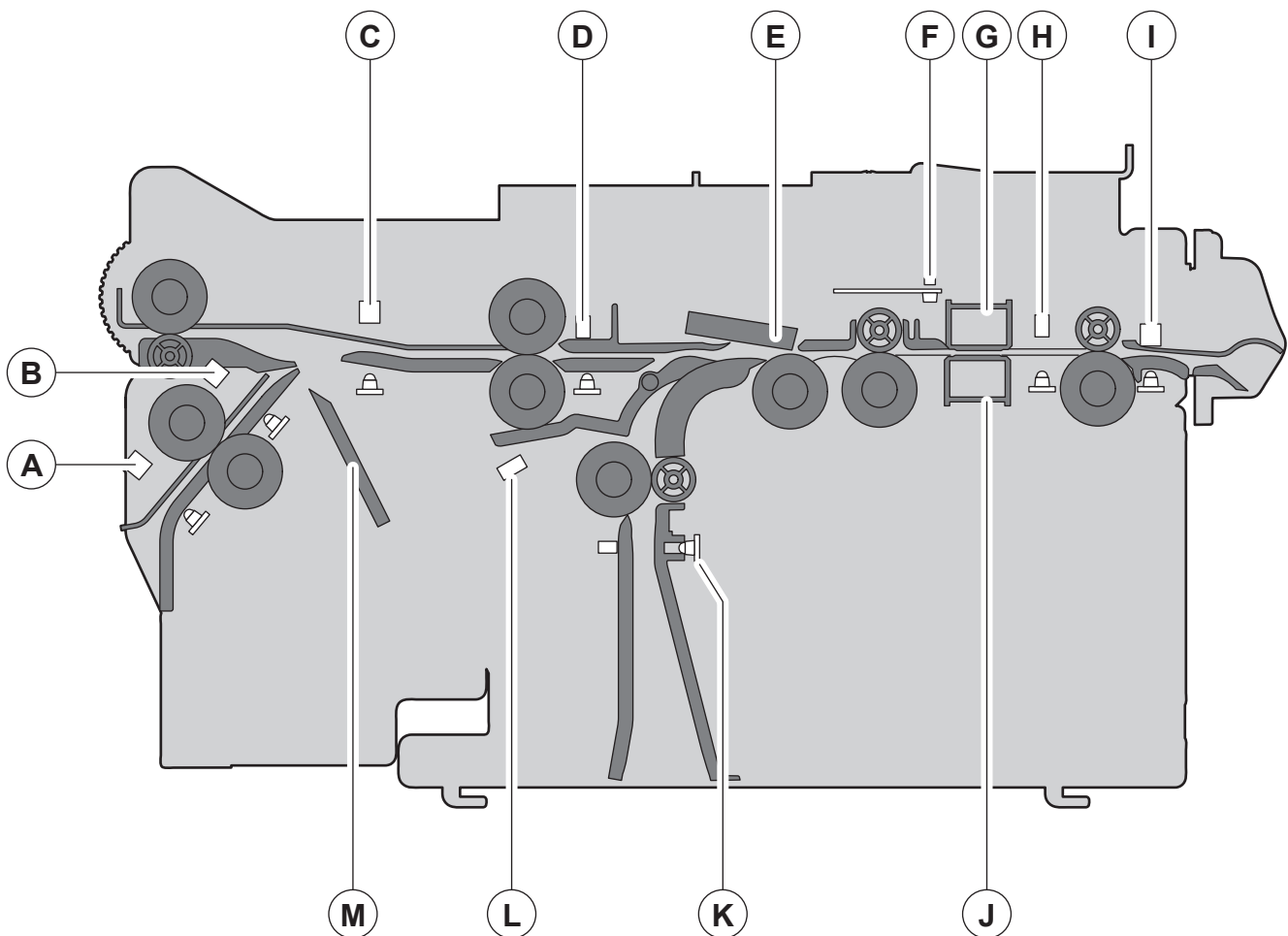
- |  |   |
|--|---|
| 1. Parking slot (Ticket eject 2)             | 8. Sensor for cover opening detection                   |
| 2. Ticket input                              | 9. Service button                                       |
| 3. Connector for external low paper sensor   | 10. Status LED  |
| 4. Power supply port                         | 11. Ticket output (issue),<br>Ticket input (validation) |
| 5. Ethernet port                             | 12. Opening lever for device                            |
| 6. RS232 serial port                         | 13. Status LED on the bezel                             |
| 7. Protection cover for the electronic board | 14. Parking slot (Ticket eject 1)                       |



### 3.3 Device components: internal views

The sensor names used in the following figures, identify all the device sensors in the whole documentation.

- A. SENSOR 1: Detects the ticket in input
- B. SENSOR 2: Detects the loaded ticket
- C. SENSOR 9: Detects the ticket in the parking slot 2
- D. SENSOR 3: Detects the ticket for the movement along the path to the printhead
- E. Printhead with temperature sensor
- F. SENSORS 7/8: Detect the position of printhead
- G. Upper CIS reader
- H. SENSOR 4: Detects the ticket coming from the printhead/barcode reader
- I. SENSOR 5: Detects the ticket in output (issue) or ticket in input (validation)
- J. Lower CIS reader (only for PP54 EVO RS232 ETH 2-CIS and PP54 EVO 1-FEEDER RS232 ETH 2-CIS RFID HF)
- K. SENSOR 6: Detects the ticket in the parking slot 1
- L. FORC 1: Detects the deviator position
- M. Burster for ticket separation



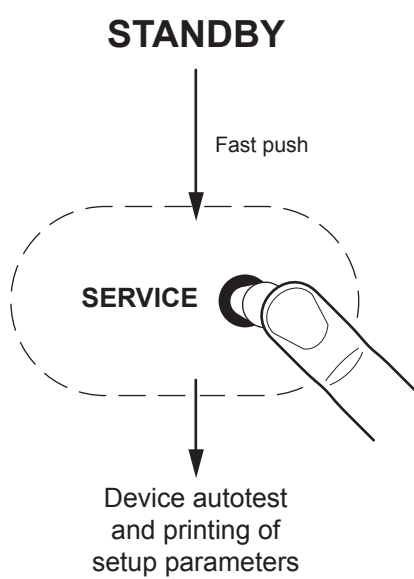


## 3.4 Product label

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).



## 3.5 Keys function





## 3.6 Status messages

The status LED on the control board 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	DEVICE ON: NO ERROR
GREEN	x 1	RECEIVE DATA
	x 2	RECEPTION ERRORS (PARITY, FRAME ERROR, OVERRUN ERROR)
	x 3	COMMAND NOT RECOGNIZED
	x 4	COMMAND RECEPTION TIME OUT
YELLOW	x 2	PRINthead OVERHEATED
	x 3	PAPER END
	x 4	PAPER JAM
	x 5	POWER SUPPLY VOLTAGE INCORRECT
	x 6	COVER OPEN
RED *	x 2	FPGA ERROR
	x 3	RAM ERROR
	x 4	EXTERNAL FLASH ERROR
	x 6	PRINthead ERROR
	x 7	DIVERter ERROR

### ATTENTION:

\* : Non-recoverable hardware status generate a red signal. In this case, contact customer service (see [chapter 11](#)).



The status LED on the bezel indicates the actions to be taken. When the bezel LED is on, it blinks with two alternating colors (foreground color FGND and background color BGND) that can be set in the setup procedure (see [chapter 6](#)).

Given in the table below are the various LED signals and the corresponding action to be taken.

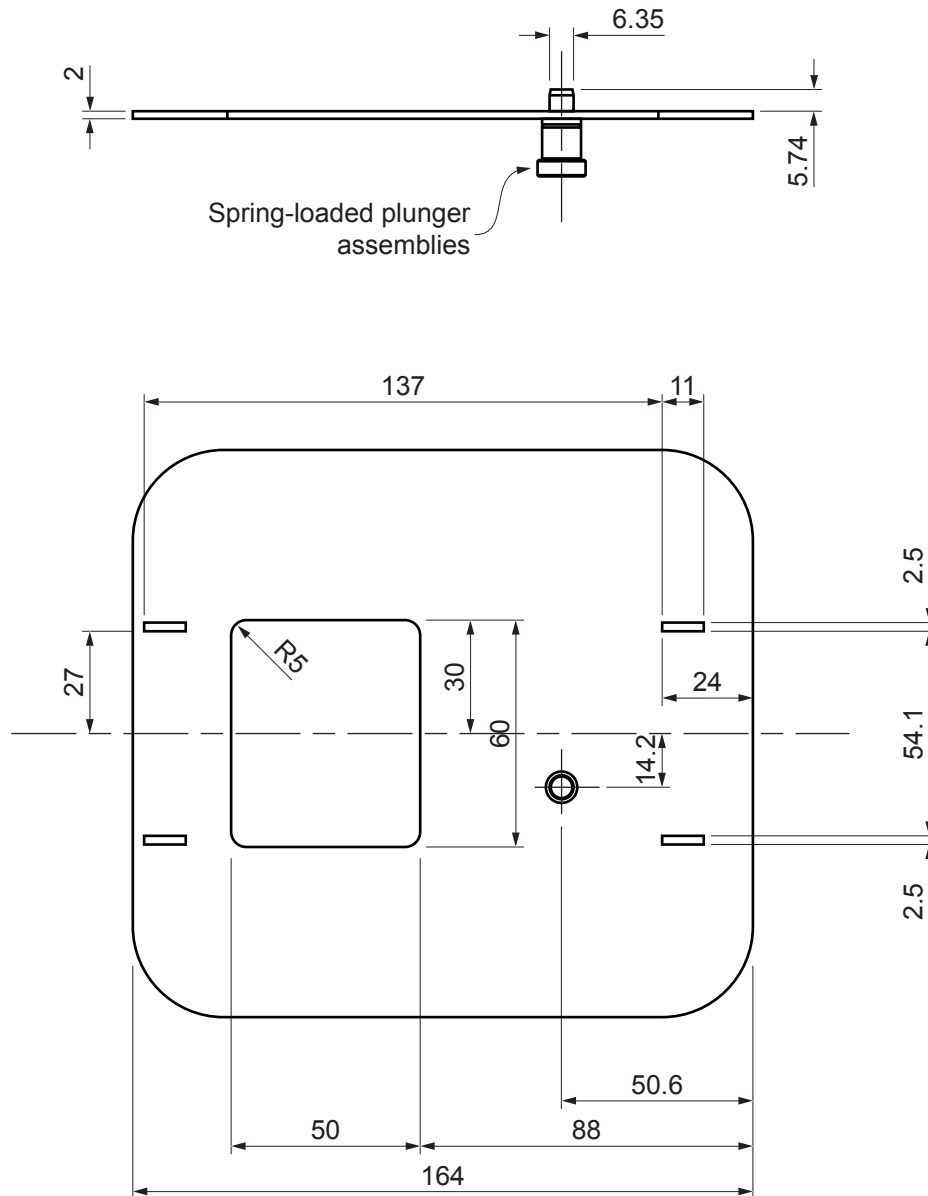
STATUS LED		DESCRIPTION
-	OFF	NO ACTION TO BE TAKEN
FGND/ BGND	ON	TICKET READY TO BE WITHDRAWN (was received an eject command)
		OR DEVICE IS READY TO READ THE TICKET (was received a read command)

# 4 INSTALLATION

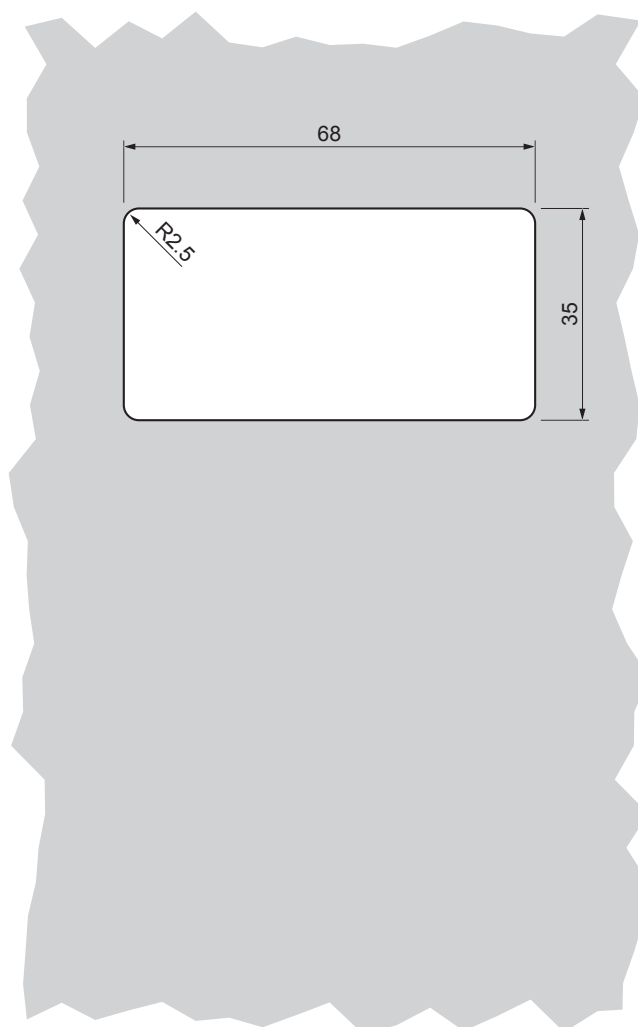
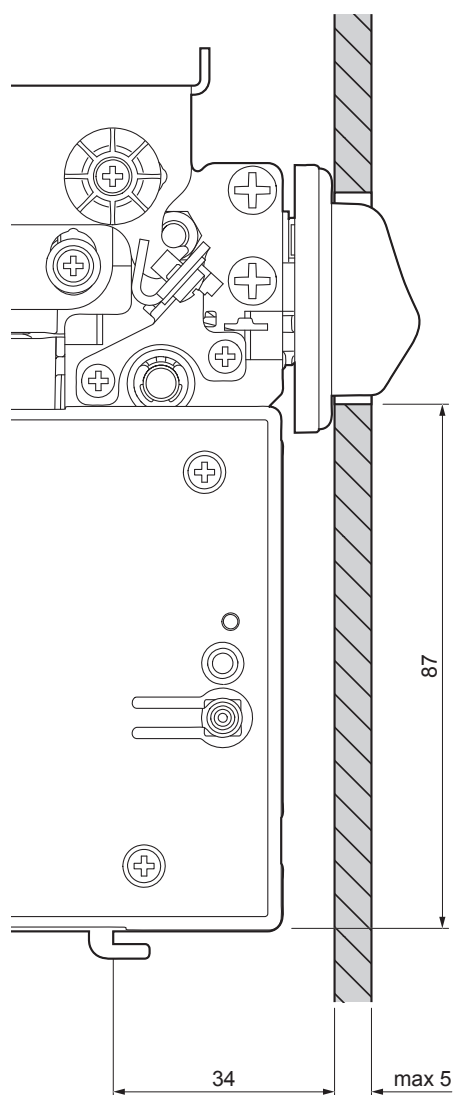
## 4.1 Fastening

The device is provided with four fixing tabs on the bottom of the chassis. To secure the device into the kiosk using the four fixing tabs is necessary to provide a perforated plate according to the measurements given in the figure.

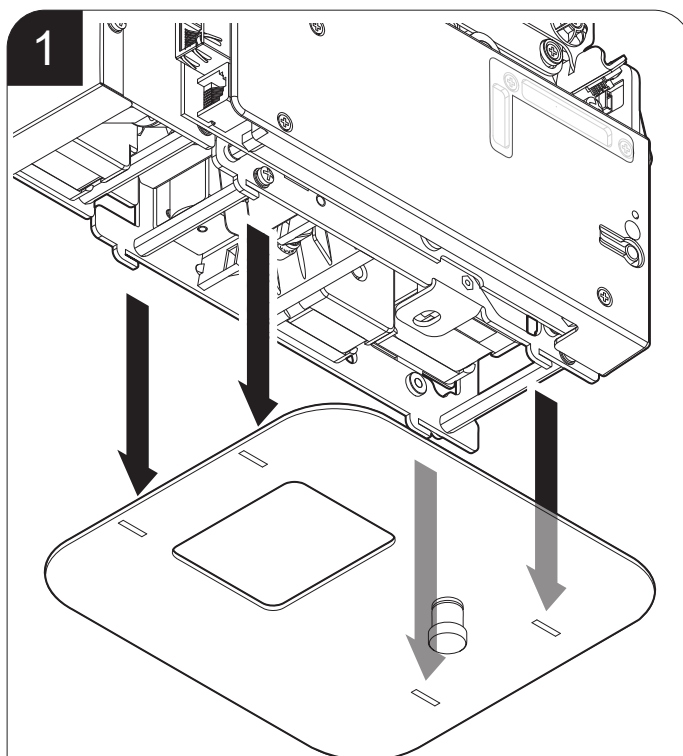
All the dimensions shown in figures are in millimetres.



Additionally, the front panel must provide an opening for the ticket output/input that meets the following measures (in millimetres).



## Fastening

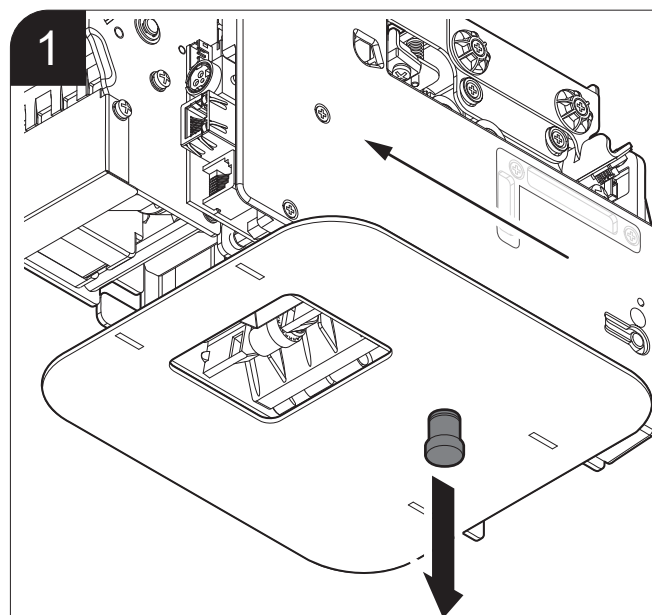


Insert the four fixing tabs in the holes provided on the plate.

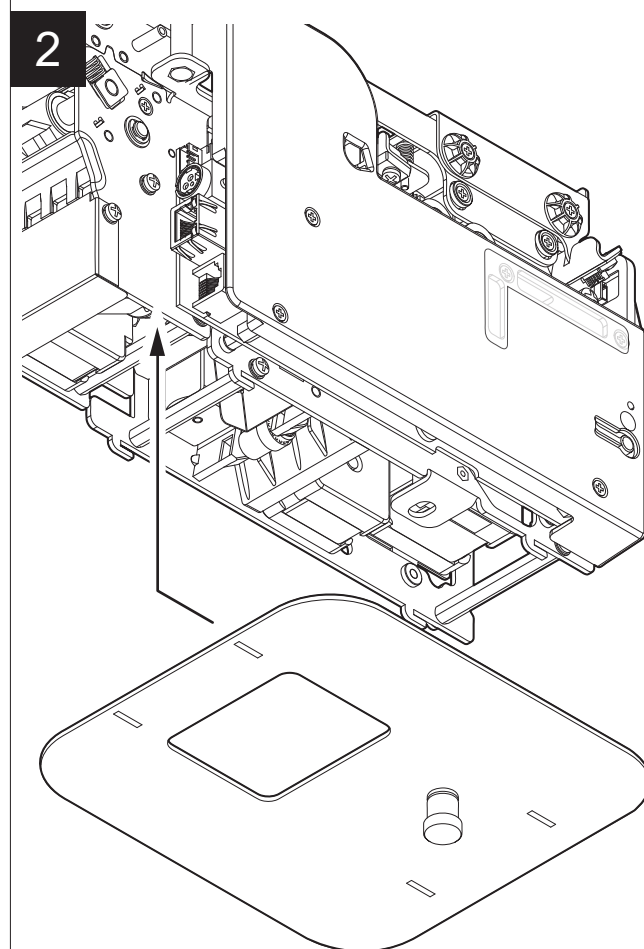


Slide the device on the plate in the direction shown in the figure. The plunger is lowered and stops the scrolling.

## Release



Pull the plunger and slide the device on the plate in the direction indicated in the figure.



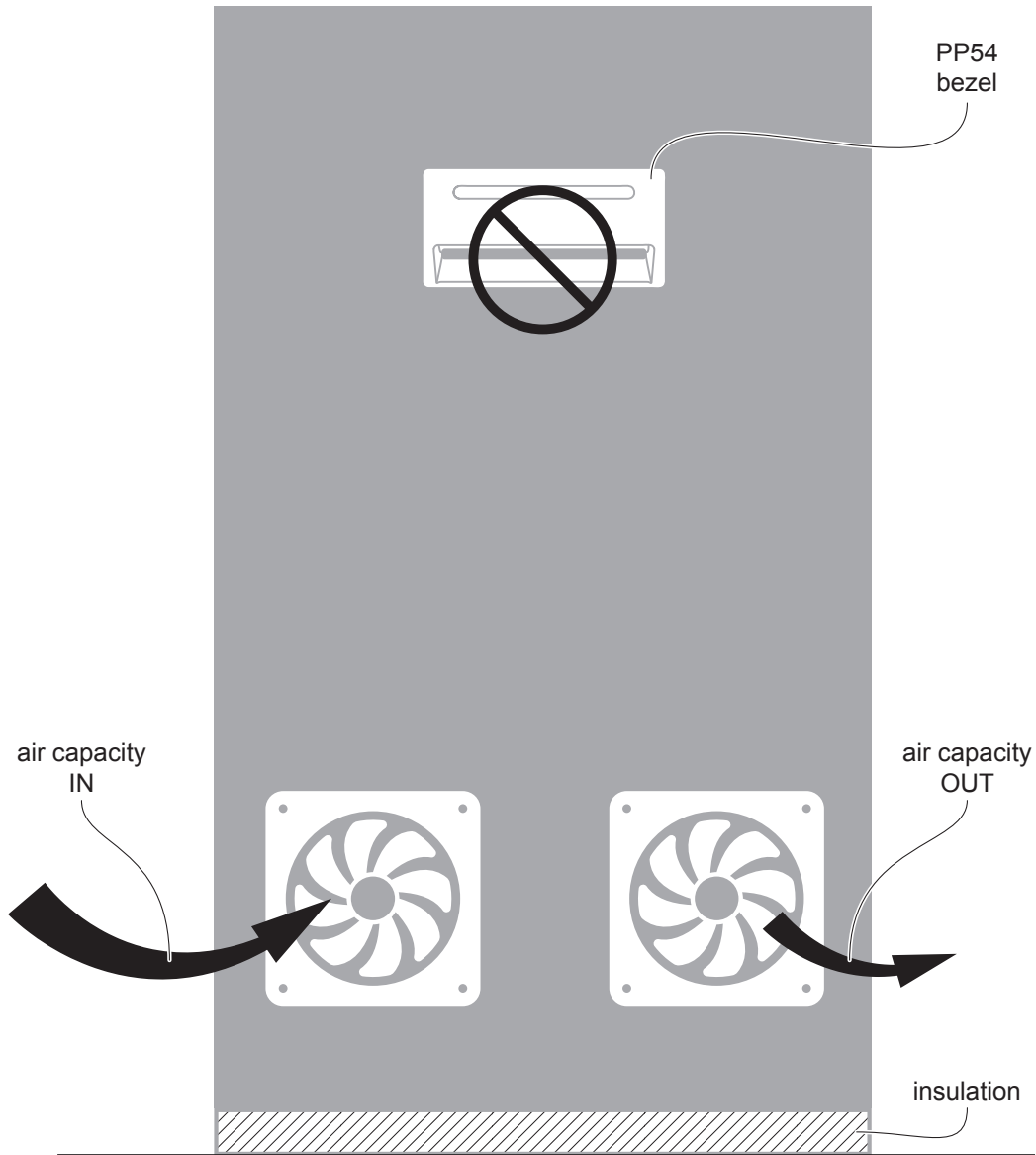
Lift the device.

## 4.2 Kiosk ventilation system

In order to prevent dust and dirt from entering through the mouth into the printer paper, it is necessary that the kiosk ventilation system is equipped with two suction fans dimensioned so as to comply with the following equation:

$$\text{inwards air capacity} > \text{outwards air capacity}$$

Moreover, the kiosk must be properly insulated from the soil in order to avoid dust and dirty getting inside the case.

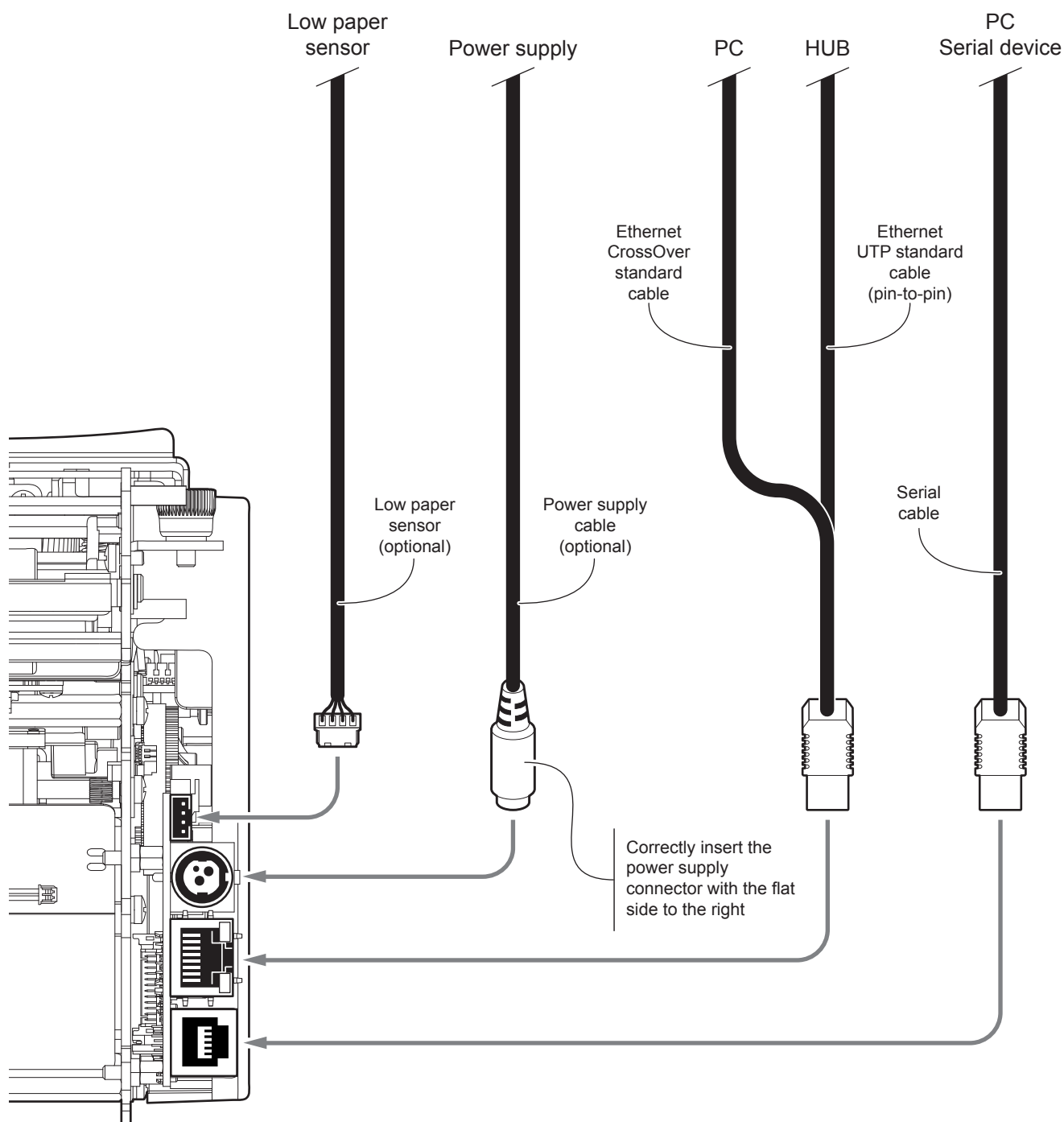




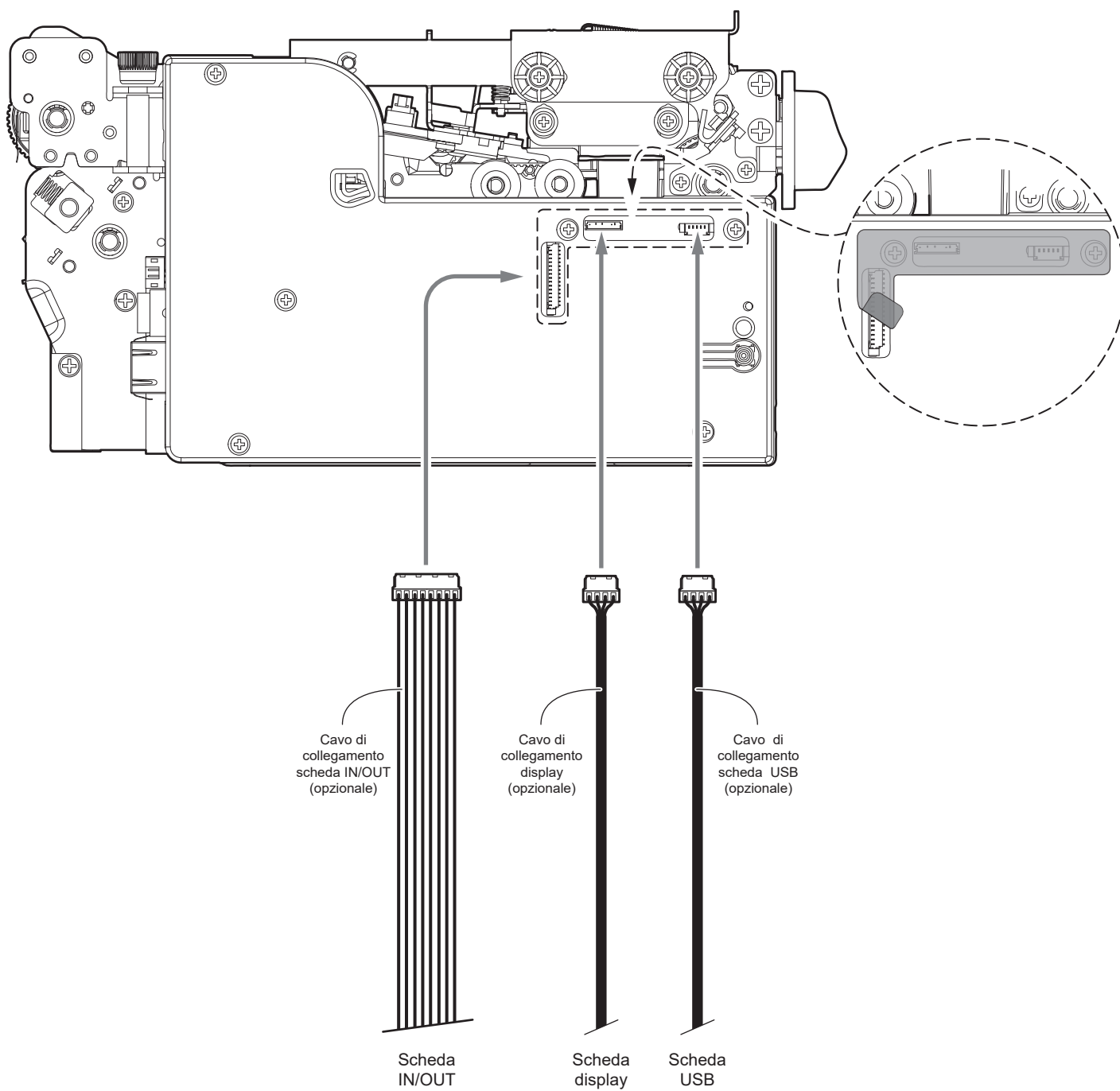
## 4.3 Connections

The following figure shows the possible connections for the device.

When the RS232 and Ethernet communication cables are connected to the device at the same time, communication takes place via the Ethernet port.



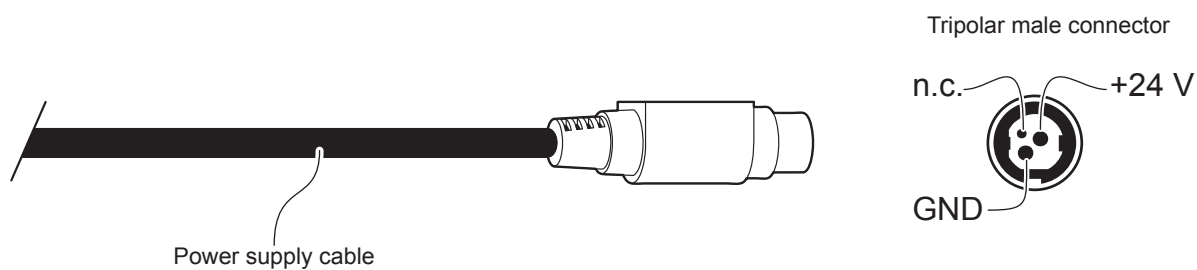
**ATTENTION:** In some using conditions, we recommend the installation of a ferrite core on the power supply cable.



## 4.4 Pinout



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



**ATTENTION:**  
Respect power supply polarity.



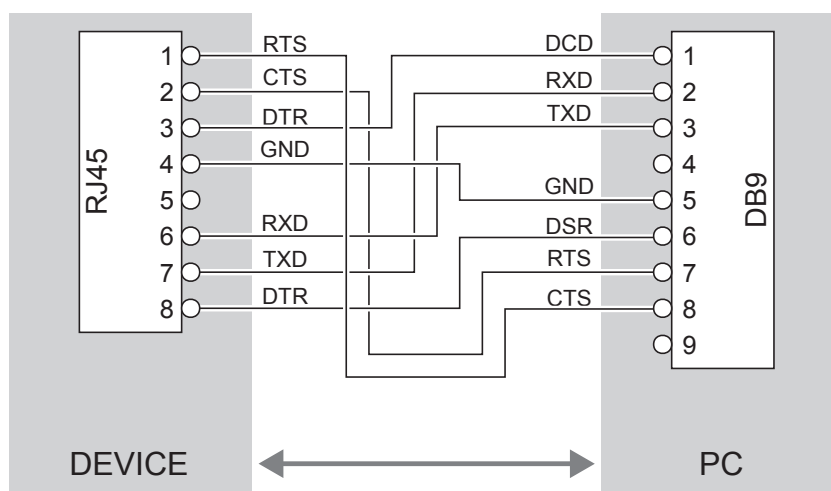
## RS232 SERIAL INTERFACE

Female RJ45 connector

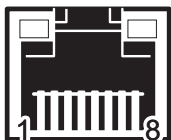
J5	1	RTS	(out)	When +VRS232, device is ready to receive data
	2	CTS		
	3	DTR	(in)	During reception, takes the values -VRS232 and +VRS232 depending on data
	4	GND		
	5	DSR		
	6	RXD	(in)	During reception, takes the values -VRS232 and +VRS232 depending on data
	7	TXD	(out)	During transmission, takes the values -VRS232 and + VRS232 depending on data
	8	DTR	(in)	During reception, takes the values -VRS232 and + VRS232 depending on data

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

The following picture shows an example of connection between the device and a personal computer using an 8 pin RJ45 male and 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

J9	1	+3.3V ETH
	2	RX +1
	3	RX -1
	4	TX +1
	5	TX -1
	6	+3.3V ETH
	7	GND
	8	GND
	9	+3.3 V
	10	LED-LAN
	11	+3.3 V
	12	LED-LNK

The functionality of two LEDs are specified in following tables:

- For 10Base-T connection:

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.

- For 10/100Base-TX connection:

LED	FUNCTION
LED-LNK	The LED light (yellow color) on when a connection is active and flashes when occurs a data reception or transmission.
LED-LAN	The LED light (green color) on when occurs a 100 Mbit connection and off when occurs a 10 Mbit connection.

The device automatically recognizes the type of connection (cross or pin-to-pin).

The pinout shown in table represents the input signals to component J9 before the isolation voltage transformer (through-hole pin).

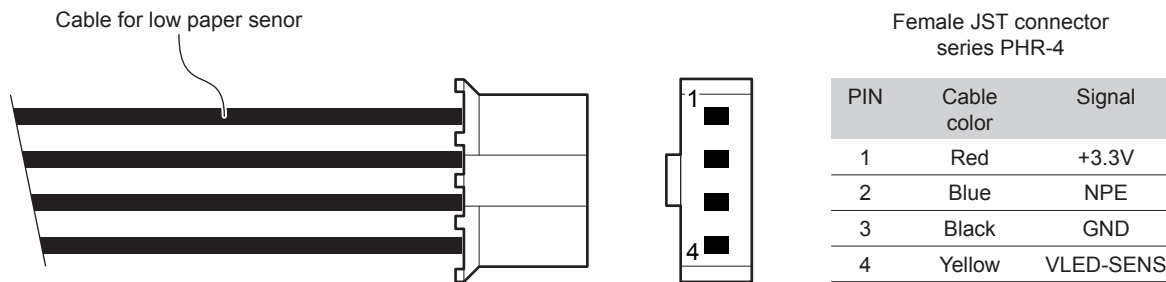


## LOW PAPER

Male 4 ways JST connector (S4B-PH-SM4-TB)

J10	1	+3.3V
	2	NPE (in)
	3	GND
	4	VLED-SENS

The following figure shows the connector pinout of the low paper sensor cable for the device:





## 4.5 Driver and SDK

On the web site [www.custom4u.it](http://www.custom4u.it) are available the drivers for the following operating system:

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

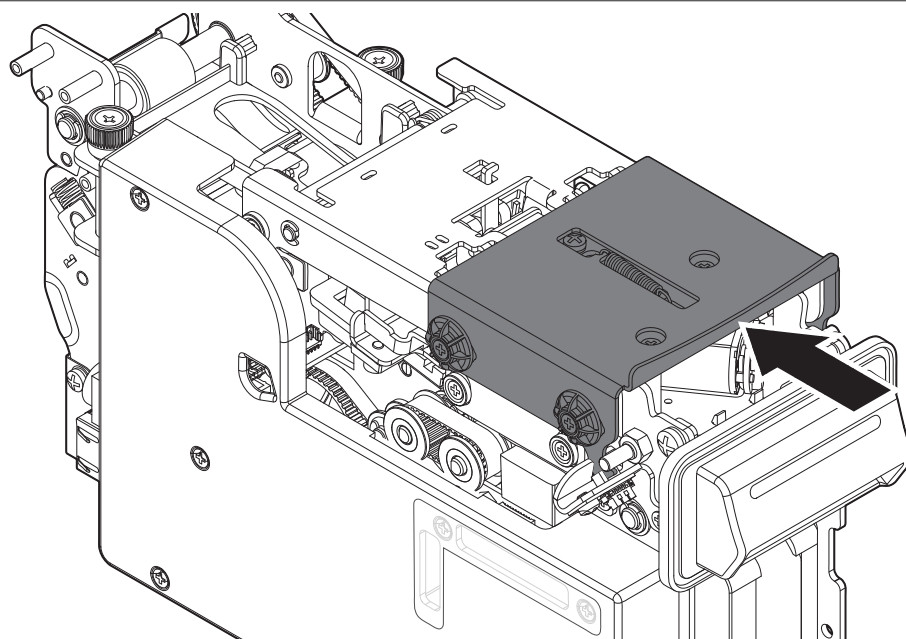




# 5 OPERATION

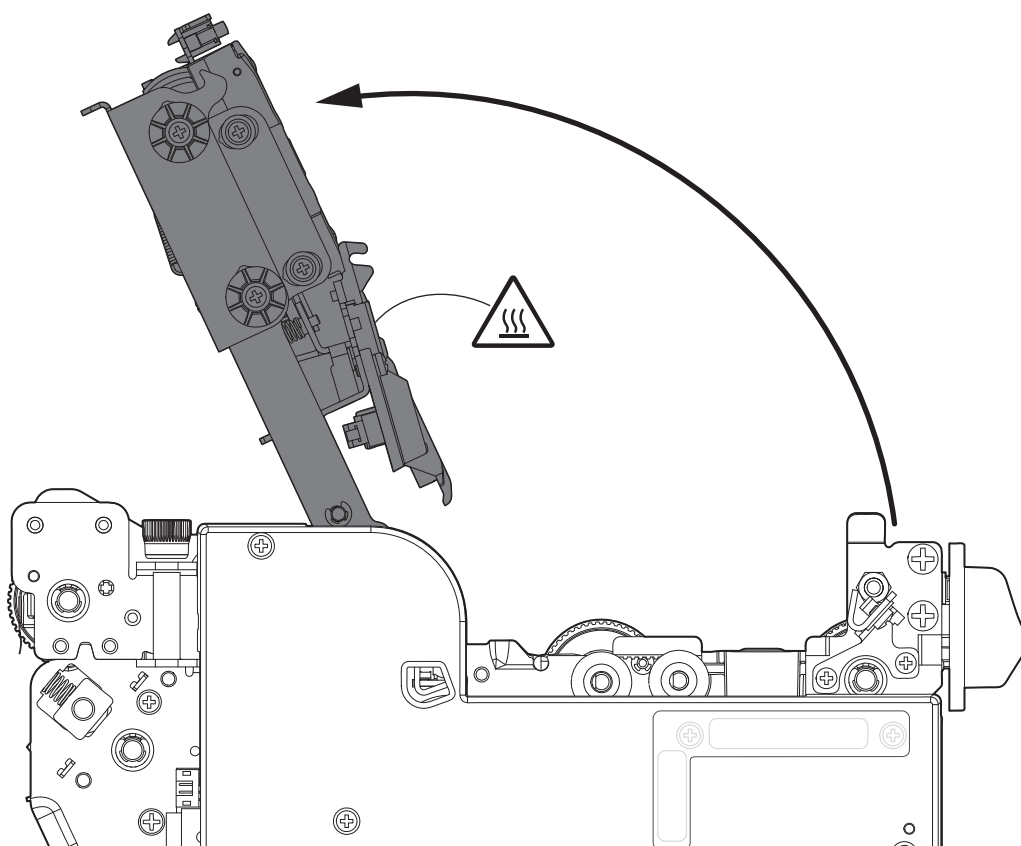
## 5.1 Opening cover

1



Push the release lever in the direction shown in the figure.

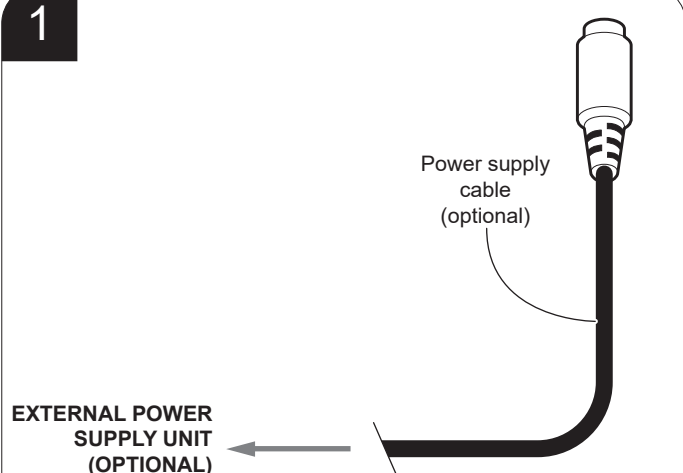
2



Open the device cover.

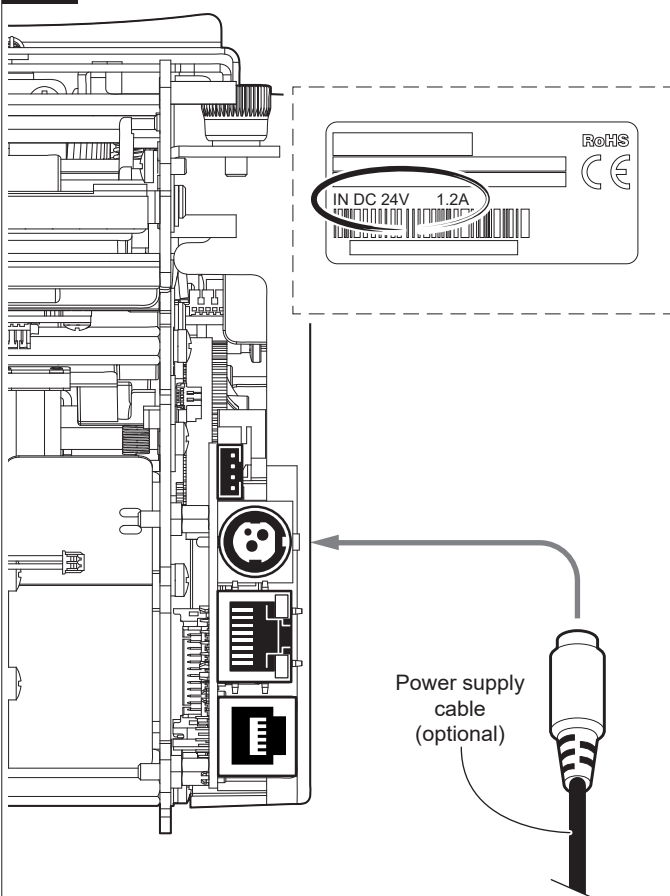
## 5.2 Switch the device on

1



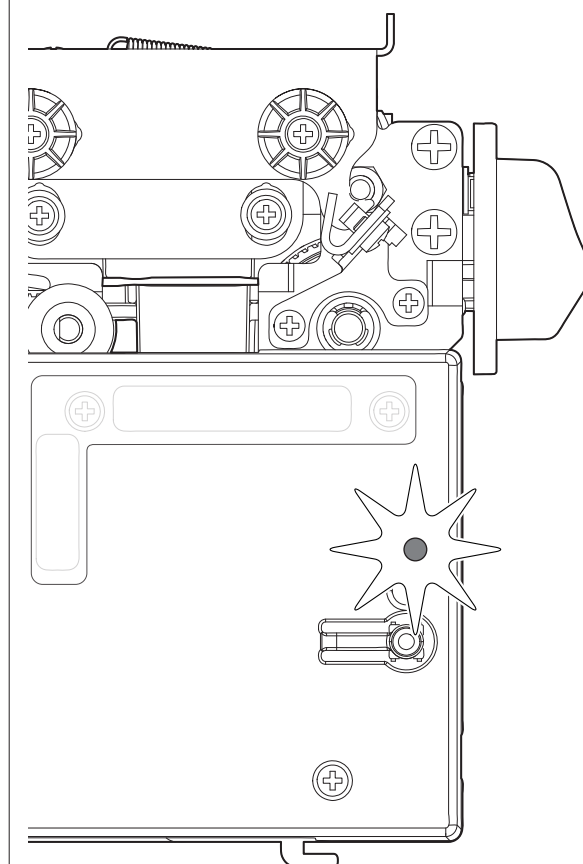
Connect the power supply cable to an external power supply unit.

2



Correctly connect the power supply cable to the device (see [paragraph 4.3](#)).  
Use the type of electrical power supply indicated on the label.

3



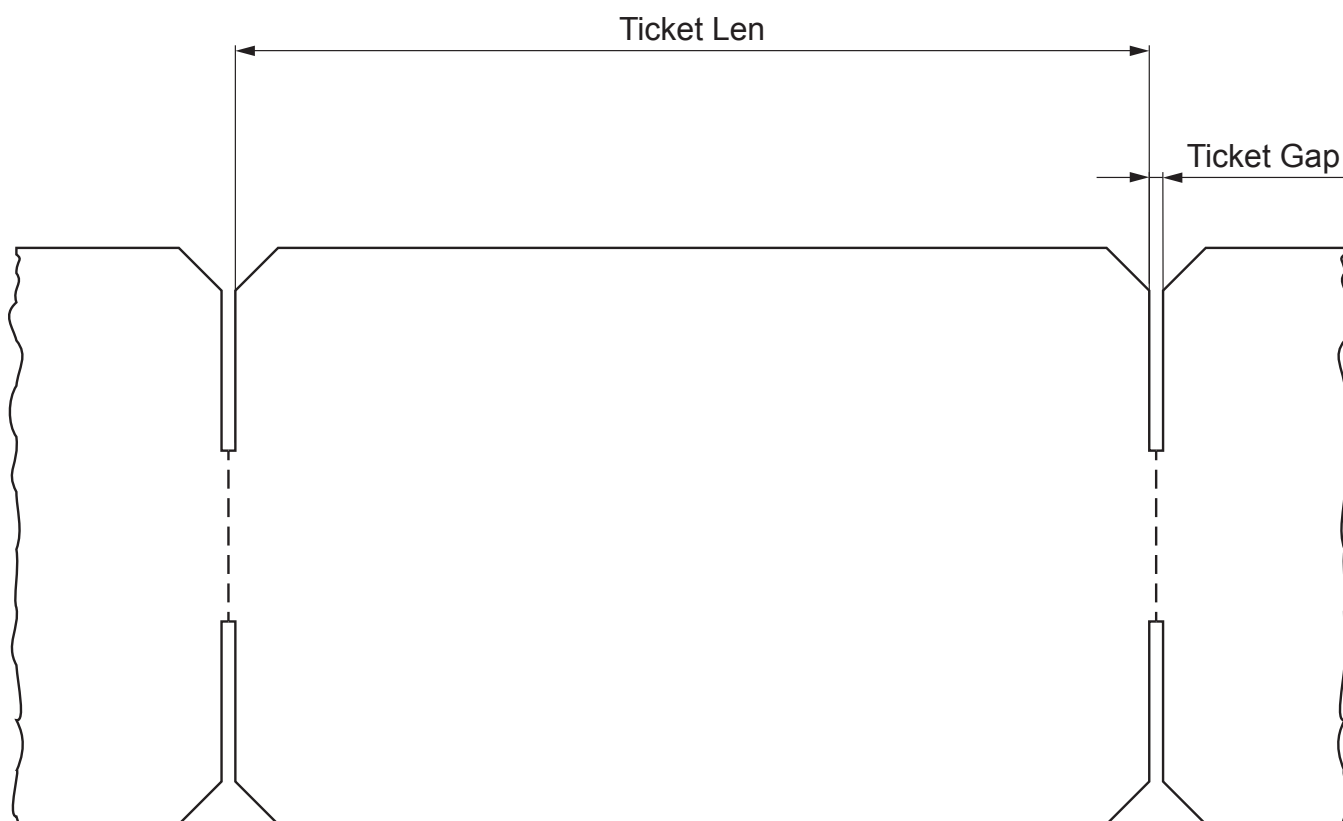
The green LED turns on and the device is ready.

## 5.3 Measure the ticket

Before loading the fan-fold paper, it is necessary to measure the length of the ticket and the gap in order to properly set the configuration parameters "Ticket Len" and "Ticket Gap" during the setup procedure (see [chapter 6](#)).

The following figure shows the following correct distances to be measured:

- Ticket Len = distance between two perforation lines
- Ticket Gap = distance between two tickets



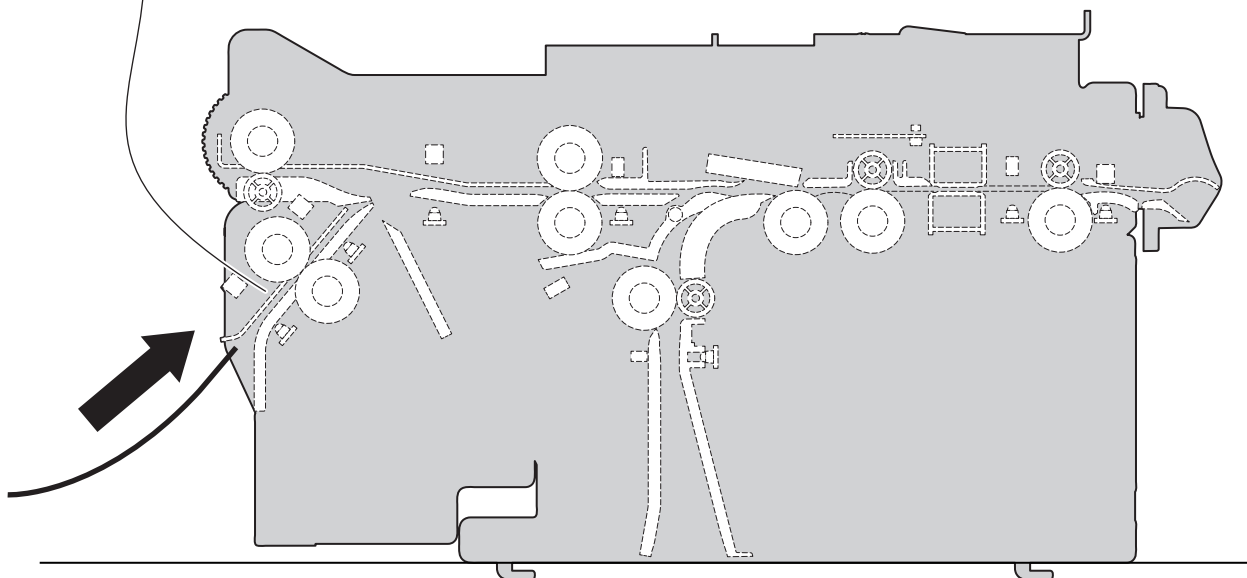
## 5.4 Loading the paper

The following figures give an example of the typical paper load procedure. The handling shown in the following images, depends on the commands sent to the device, see commands manual (code 77200000003600).

**PP54 EVO 1-FEEDER RS232 ETH 1-CIS, PP54 EVO 1-FEEDER RS232 ETH 1-CIS RFID HF,**  
**PP54 EVO 1-FEEDER RS232 ETH 2-CIS RFID HF**

1

Paper input

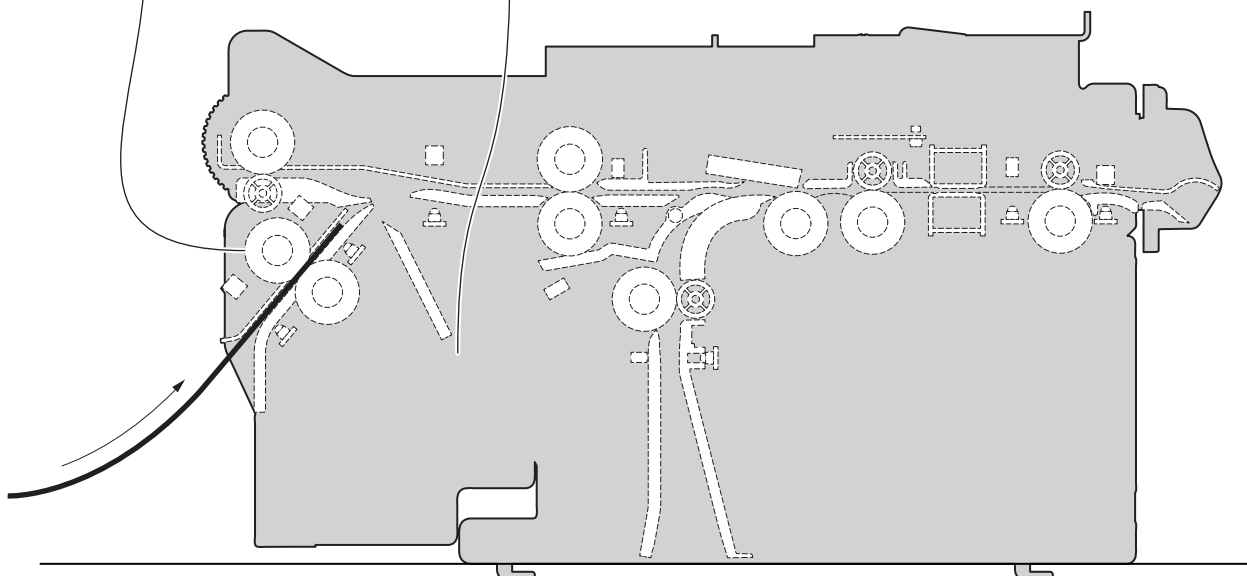


Bring the fan-fold paper near the paper inlet.

2

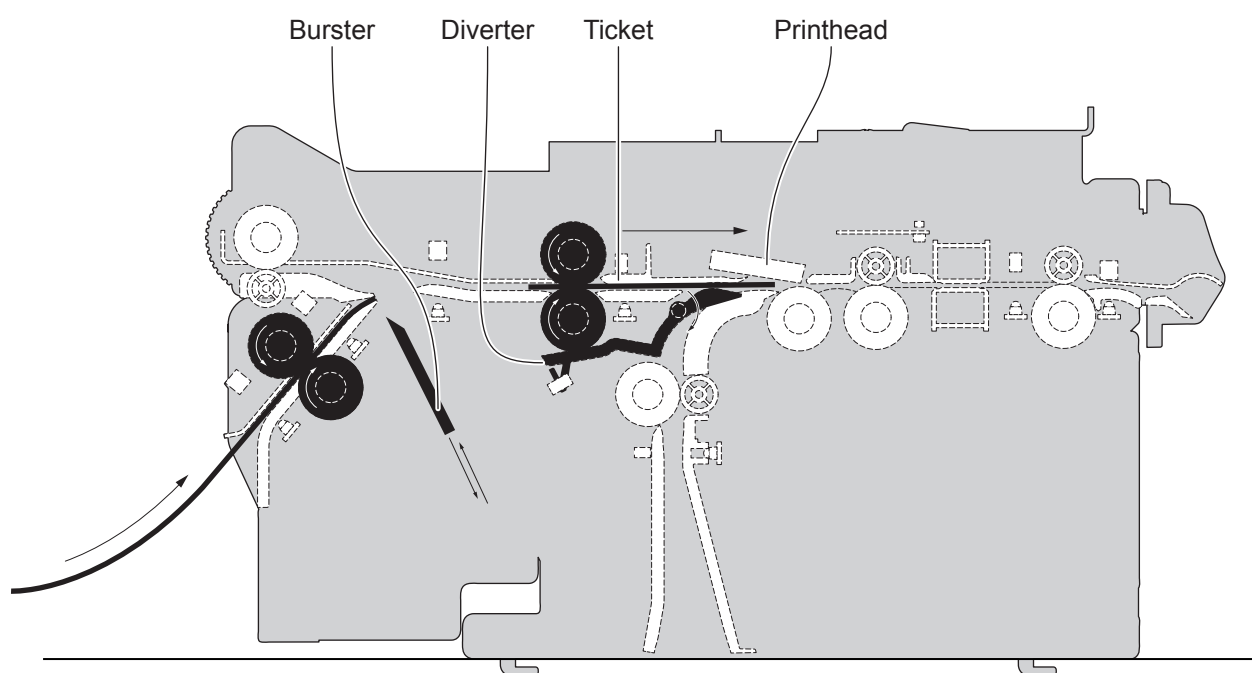
Rollers for loading

Burster



The ticket is automatically loaded and positioned in front of the burster.

3



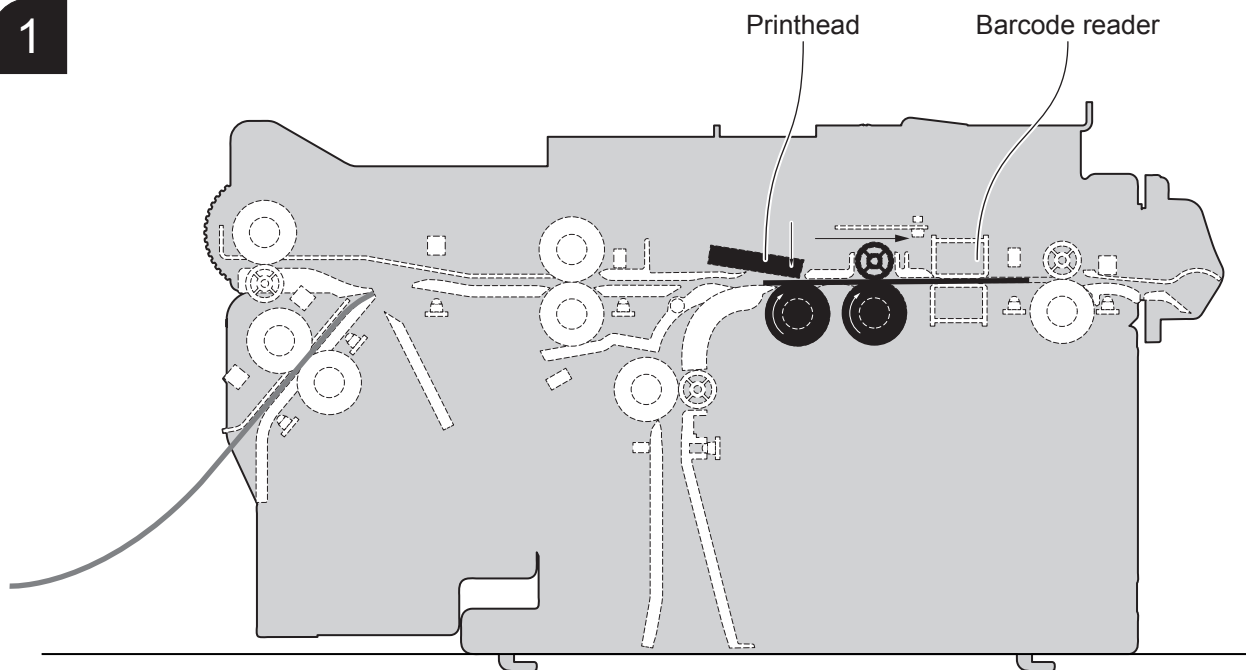
Send the 0x1F 0x70 0x46 command to divide the ticket and place it under the printhead (the diverter is lowered to the passage of the paper).

## 5.5 Internal management of the ticket

The device allows you to manage the handling of the ticket inside the printer to perform the ticket presentation, park it, eject it, etc. The handling shown in the following images, depends on the commands sent to the device, see commands manual (code 77200000003600).

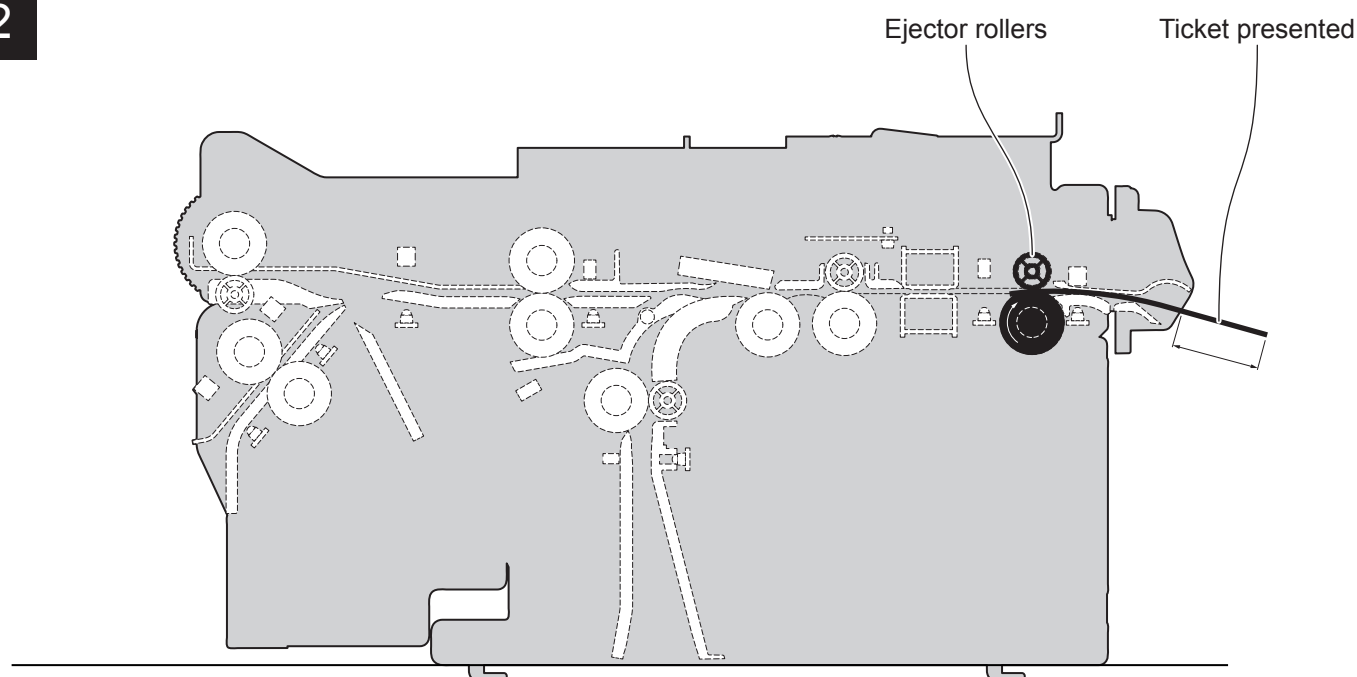
### Printing and present the ticket

1



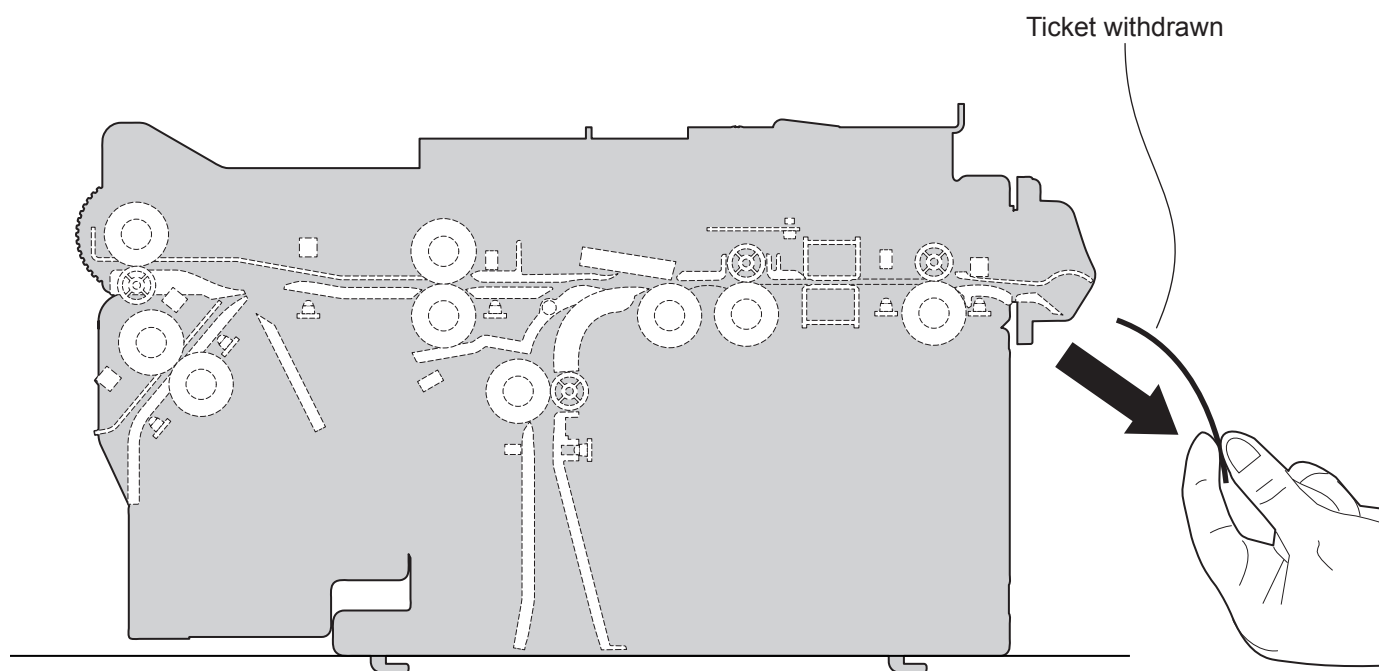
After loading paper (see previous paragraph), send the 0x1F 0x70 0x54 command to print the ticket or the 0x1F 0x70 0x56 command to print and read the ticket (the printhead is lowered to perform printing).

2



When printing ends, send the 0x1F 0x70 0x45 0x30 command to present the ticket. The device presents a portion of the ticket.

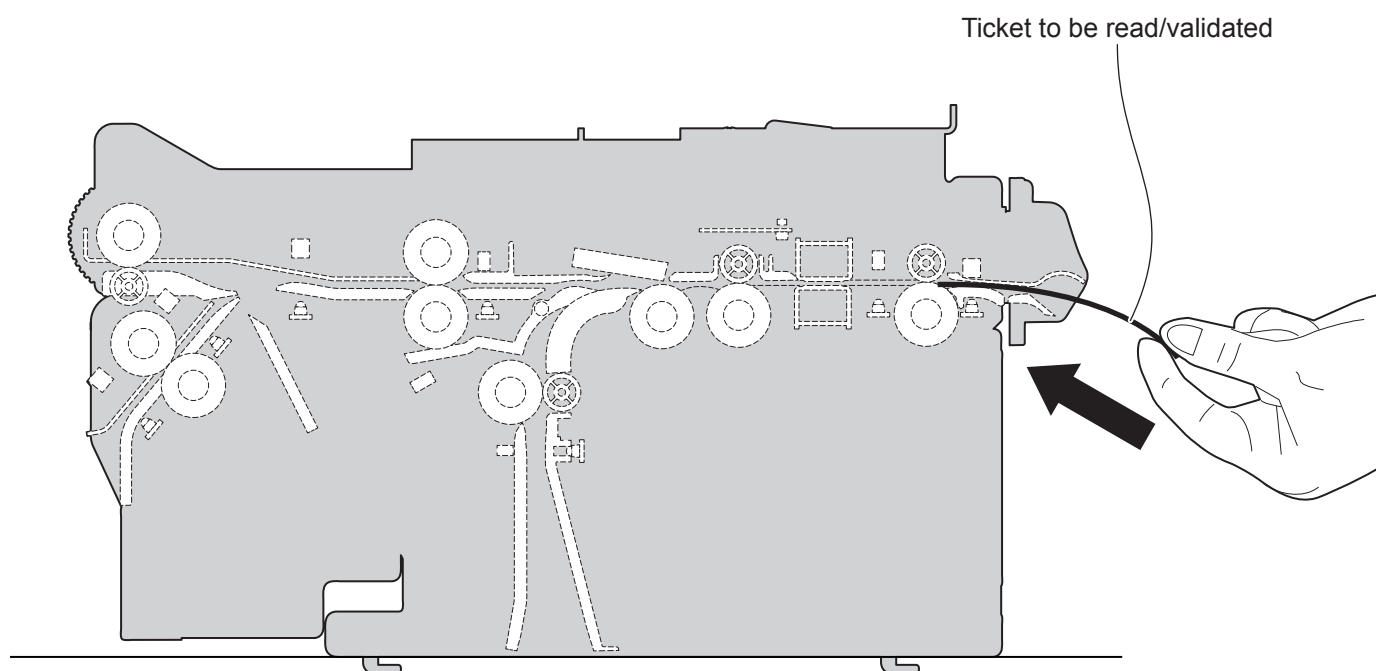
3



The user withdraws the ticket.

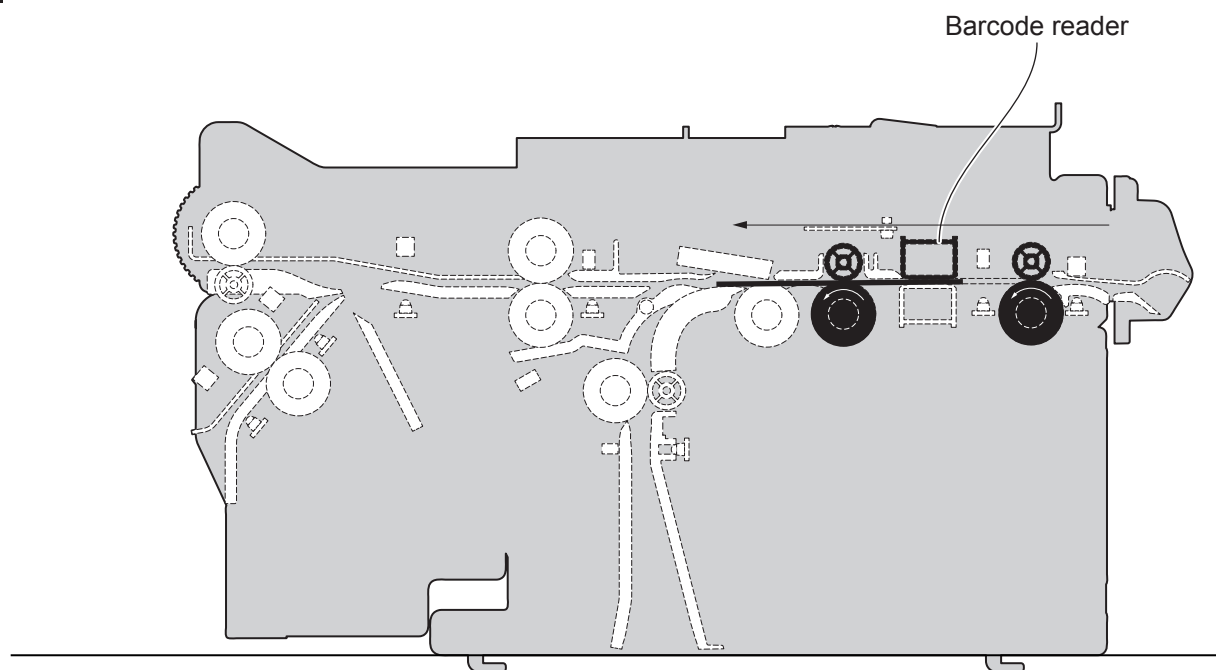
## Reading the ticket

1



When the machine is ready to read a ticket, insert the ticket into the ticket inlet.  
The ticket is automatically loaded.

2

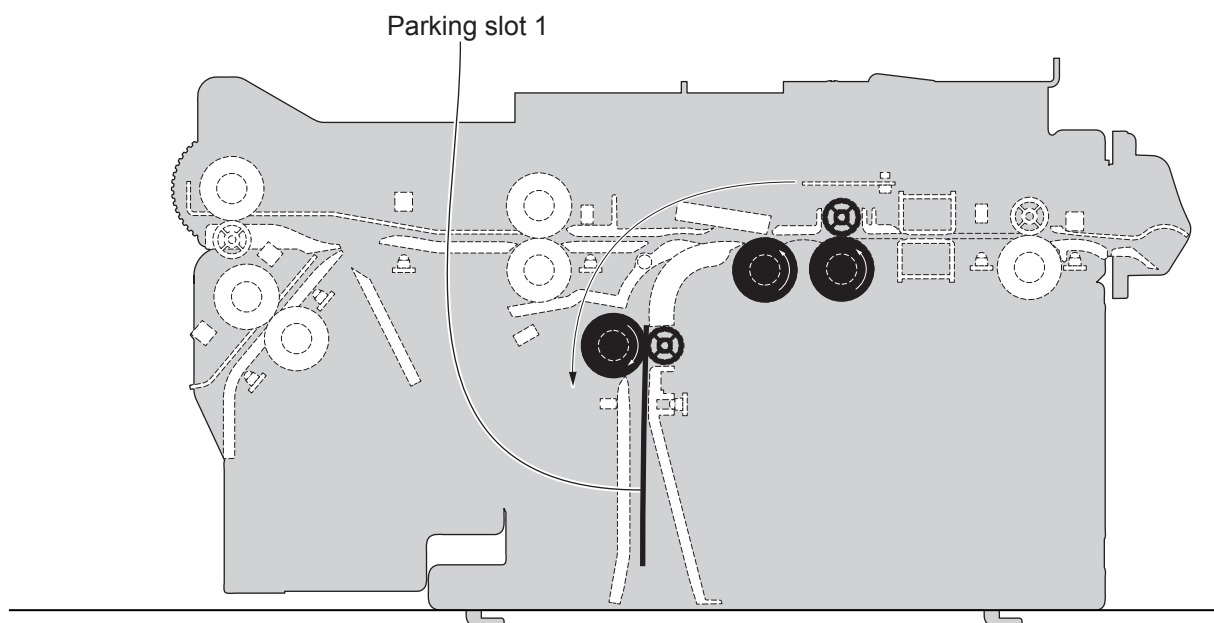


Send the 0x1F 0x70 0x53 command to advance the ticket under the reader which read the barcode printed.  
Now you can send the command for parking the ticket, ejecting the ticket or printing.



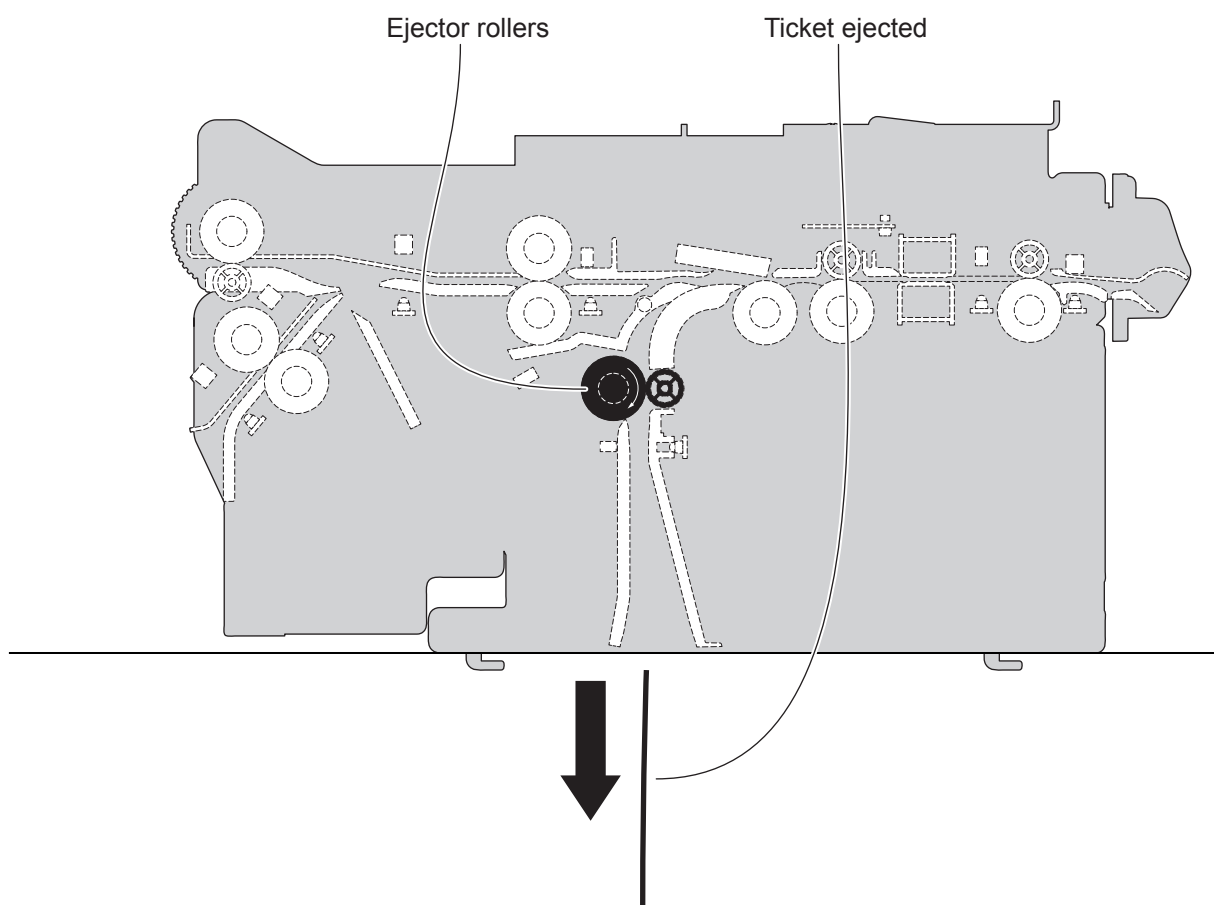
## Parking the ticket - parking slot 1

1



After performing the reading of the ticket (see previous paragraphs), send the 0x1F 0x70 0x50 command for moving the ticket in the parking slot 1. The ticket will be moved back in the area shown in the figure.

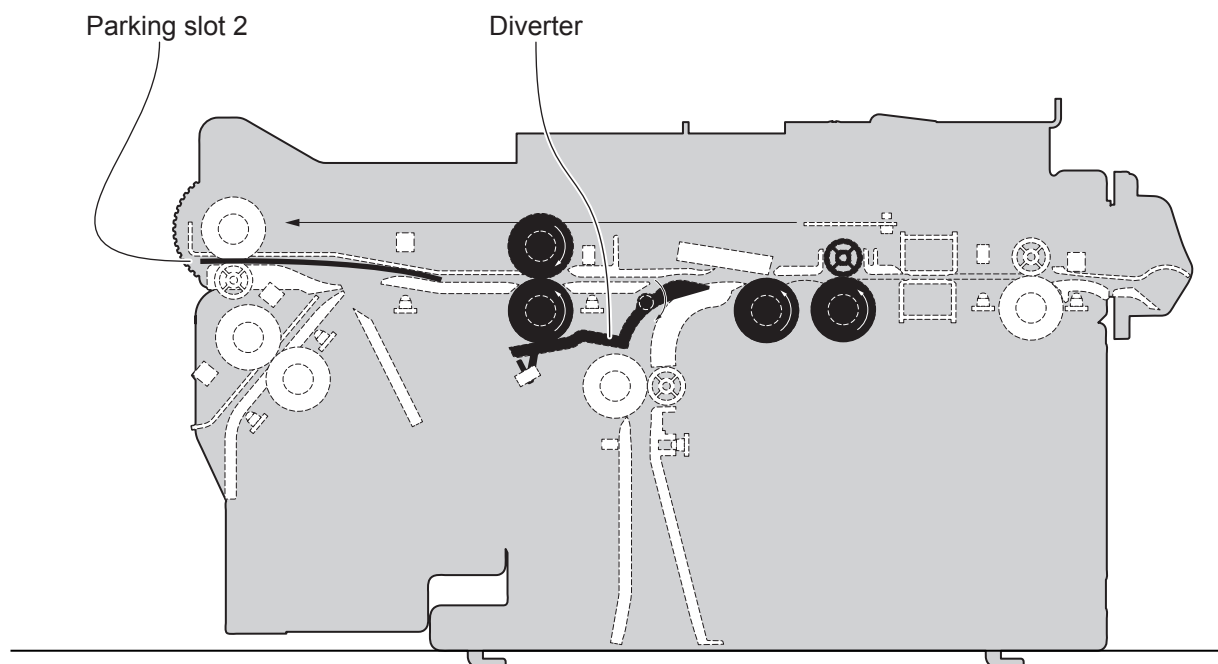
2



At the appropriate time, send the 0x1F 0x70 0x45 command for ejecting the ticket or send one of the commands for moving the ticket towards the front.

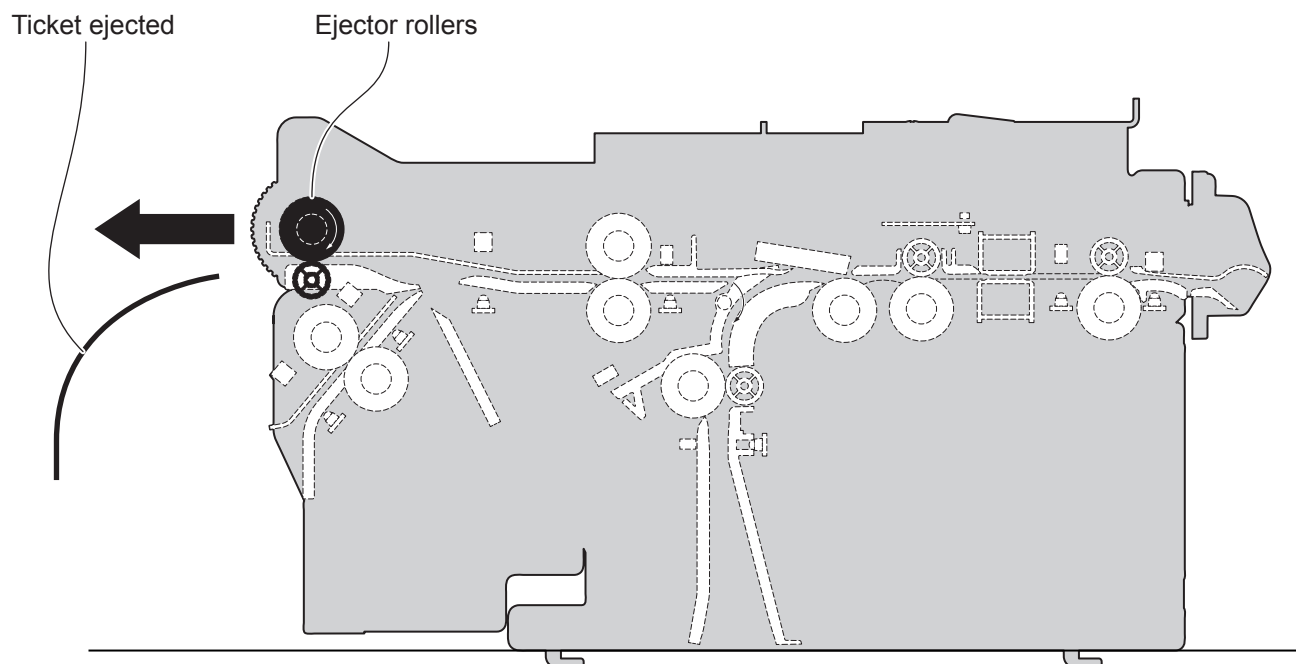
## Parking the ticket - parking slot 2

1



After performing the reading of the ticket (see previous paragraphs), send the 0x1F 0x70 0x50 command for moving the ticket in the parking slot 2. The diverter is lowered to allow the passage of the paper and the ticket is moved back in the area shown in the figure.

2



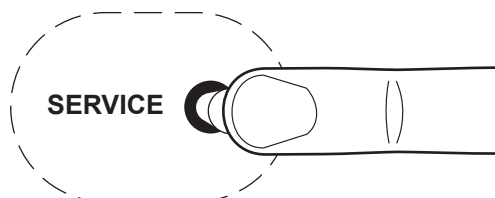
At the appropriate time, send the 0x1F 0x70 0x45 command for ejecting the ticket or send one of the commands for moving the ticket towards the front.

# 6 CONFIGURATION

## 6.1 Configuration by keys

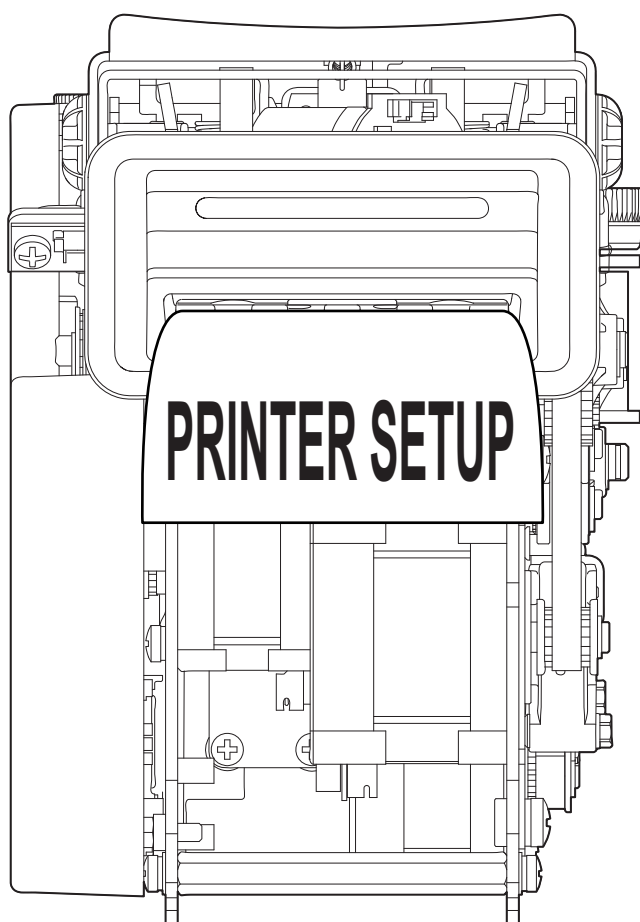
To print a SETUP report with the operating parameters of the device, proceed as follows.

1



After turning on the device,  
press the SERVICE key.

2



The device prints the report  
with the settings parameters.



The following figures shows the device setup reports. The shown values for parameters are sample values; for a detailed description of the device operating parameters see the following paragraphs.

DEVICE NAME AND  
FIRMWARE MODULES  
RELEASE

<device name>  
SCODE : <code> - rel 1.00

## PRINTER SETTINGS

PARAMETERS  
FOR DEVICE  
CONFIGURATION

Feeder Module .....: **Single Feeder/Motor**  
Scanner Bottom.....: **Not present**  
Speed / Quality.....: **High Speed**  
Speed Ticket IN (mm/s).....: **150**  
Speed Ticket OUT (mm/s).....: **150**  
Ticket Len F1 (1/10mm) .....: **856**  
Ticket Len F2 (1/10mm) .....: **856**  
Min Ticket IN (1/10mm) .....: **813**  
Max Ticket IN (1/10mm) .....: **898**  
Ticket GAP F1 (1/10mm).....: **10**  
Ticket GAP F2 (1/10mm).....: **10**  
Path Eject PowerOn .....: **None**  
LED bar FGND (RRGGBB).....: **00FF00**  
LED bar BGND (RRGGBB).....: **8F00FF**  
Print Density.....: **0%**  
RS232 Baud Rate .....: **57600 bps**  
RS232 Data Length.....: **8 bits/chr**  
RS232 Parity .....: **None**  
RS232 Handshaking .....: **Hardware**  
USB Mass Storage.....: **Enabled**  
USB Address Number .....: **0**  
RFID Module Baud Rate .....: **38400 bps**  
DHCP Client .....: **Enabled**  
IP Address .....: **192.168. 0. 1**  
Subnet Mask .....: **255.255.240. 0**  
Default Gateway .....: **192.168. 0. 5**  
TCP Printer Port.....: **192.168. 0. 5**  
MAC Address .....: **00-0E-E2-0A-D2-D0**

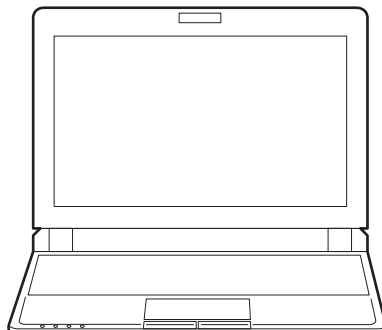
ETHERNET  
PARAMETERS

By keys, it is not possible to modify the setup parameters. To set different values, use one of the two configuration ways described in the following paragraphs.

## 6.2 Configuration by software

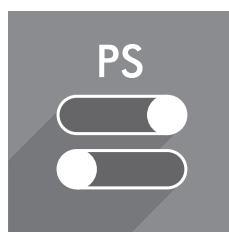
The setup parameters can be set by using the “PrinterSet” software tool available on [www.custom4u.it](http://www.custom4u.it). For a detailed description of the device operating parameters see the following paragraphs. To configure the device by software, proceed as follows:

1



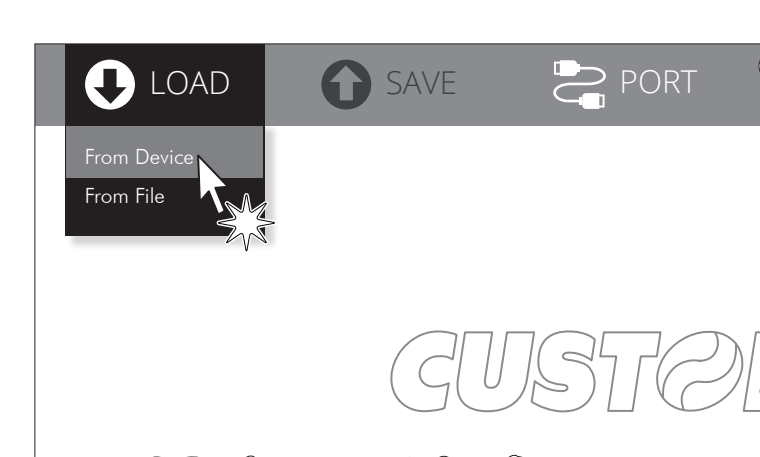
Connect the device to a PC directly (see [paragraph 4.3](#)), without using HUB devices.

2



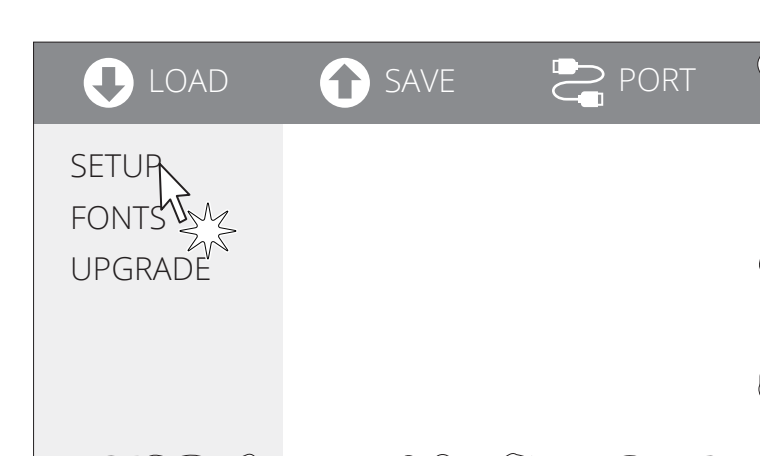
Start “PrinterSet” software tool.

3



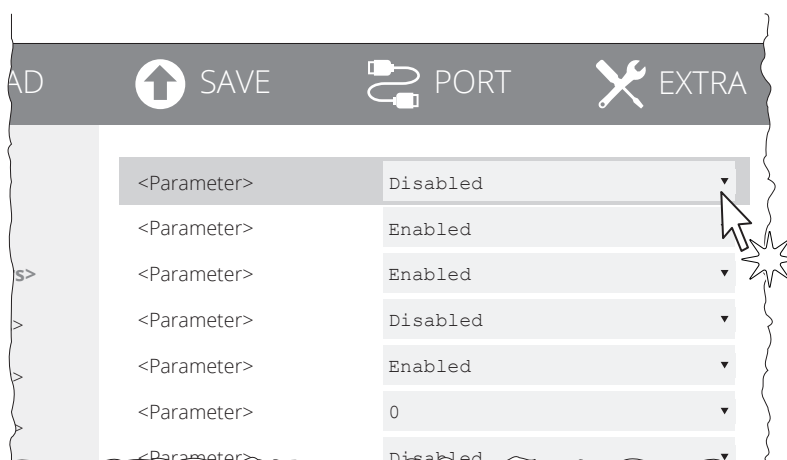
Click on LOAD > FROM DEVICE and select the device connected to the PC.

4



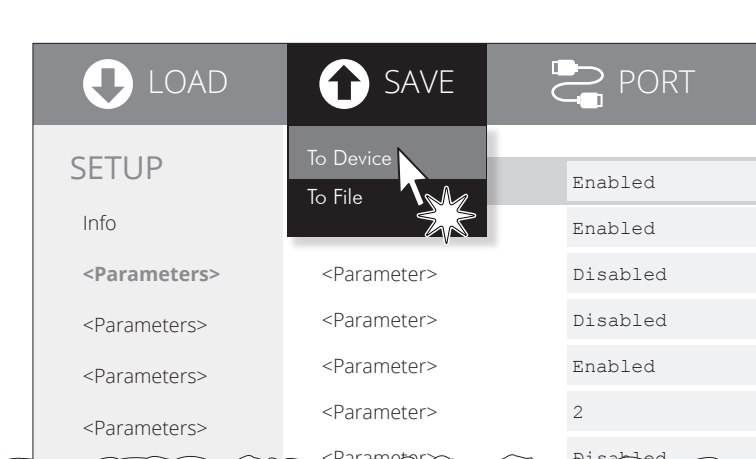
Click on SETUP to access the operating parameters of the device to be configured.

5



Make the desired changes to the device operating parameters.

6



Click on SAVE > TO DEVICE  
to make the changes made effective.

**ATTENTION:**

During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

## 6.3 Configuration by file

The setup parameters can be set by editing the "Setup.ini" file stored on the Flash Drive of the device. Proceed as follows:

1



**Enter setup**

Enter the configuration procedure by keys.

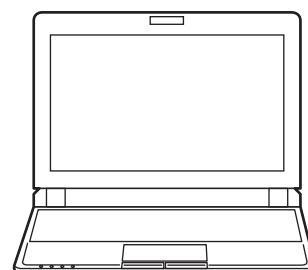
2

<parameter> .....	<value>
<parameter> .....	<value>
<parameter> .....	<value>
<parameter> .....	<value>
<parameter> .....	<value>
USB Mass Storage .....	<b>ENABLED</b>
<parameter> .....	<value>
<parameter> .....	<value>
<parameter> .....	<value>
<parameter> .....	<value>

Check that the "USB Mass Storage" parameter is set to "Enabled" (default value). Otherwise, this configuration mode is not available.

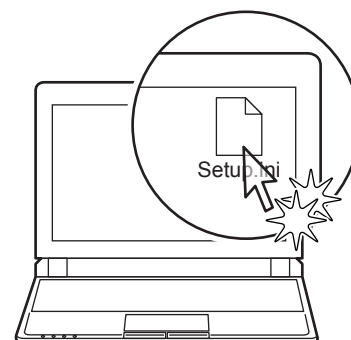
3

USB  
(optional)



Plug the device to a Personal Computer via USB (only with the USB adapter kit, available as an accessory).

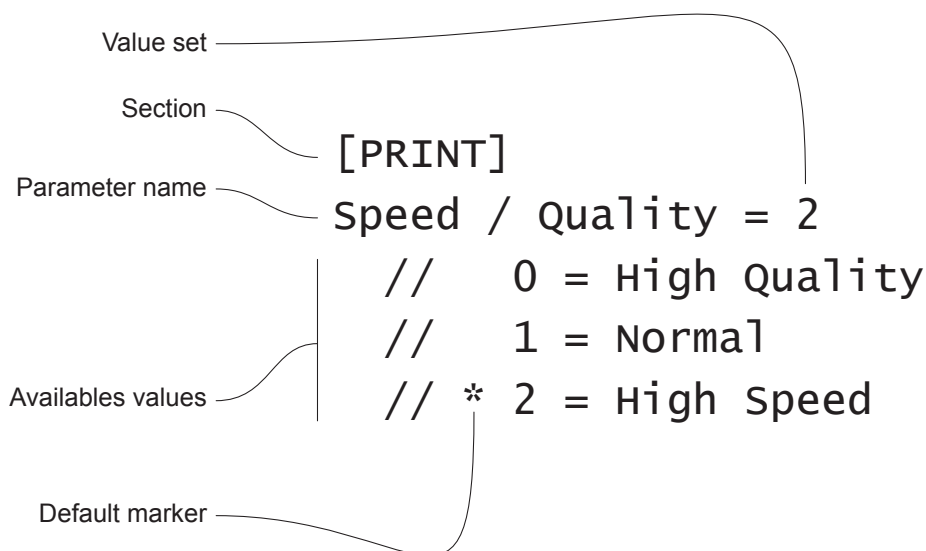
4



Enter the Flash drive of the device and edit the Setup.ini file.



The “Setup.ini” file is a configuration file that contains all the configurable parameters listed in text format and divided into some sections (indicated between square brackets). For each parameter, you find the parameter name followed by the value currently set and then the available values listed with a reference number. The reference number marked with the symbol ‘ \* ’ is the default one (see figure).



To modify the parameter, change the numeric value after the parameter name or use the default value by typing “D”. After editing device’s parameter, simply save the “Setup.ini” file to make the modifies activated.  
For a detailed description of the device operating parameters see the following paragraphs.

#### ATTENTION:

The change of value for the “USB Class” parameter may compromise the access to the Setup.ini file. Be careful to keep the “Mass Storage” value to allow a new access to the Flash Drive.





## 6.4 Communication parameters

The device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol <sup>D</sup> are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

<b>RS232 BAUD RATE</b>	Communication speed of the serial interface:
	9600      57600 <sup>D</sup> 19200      115200 38400
	Parameter valid only with serial interface.
<b>RS232 DATA LENGTH</b>	Number of bit used for characters encoding:
	7 bits/car 8 bits/car <sup>D</sup>
	Parameter valid only with serial interface.
<b>RS232 PARITY</b>	Bit for the parity control of the serial interface:
	None <sup>D</sup> = parity bit omitted Even = even value for parity bit Odd = odd value for parity bit
	Parameter valid only with serial interface.
<b>RS232 HANDSHAKING</b>	Handshaking:
	Xon/Xoff = software handshaking Hardware <sup>D</sup> = hardware handshaking (CTS/RTS)
	Parameter valid only with serial interface. When the receive buffer is full, if handshaking is set to XON/XOFF, the device sends the XOFF (0x13) on the serial port. When the receive buffer has cleared once again, if handshaking is set to XON/XOFF, the device sends the XON (0x11) on the serial port.
<b>USB ADDRESS NUMBER</b>	Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC):
	0 <sup>D</sup> 2      4      6      8 1      3      5      7      9
<b>USB MASS STORAGE</b>	Sharing mode from Mass Storage:
	Disabled = sharing mode disabled Enabled <sup>D</sup> = sharing mode enabled



<b>RFID MODULE BAUD RATE</b>	Communication speed of the RFID module:
	1200    19200
	2400    38400
	4800    57600
	9600    115200 <sup>D</sup>
<b>DHCP CLIENT</b>	Setting of the DHCP protocol:
	Disabled <sup>D</sup> =    protocol disabled
	Enabled =        protocol enabled
<b>IP ADDRESS</b>	IP address of the device.
<b>SUBNET MASK</b>	This parameter identifies the local network address.
<b>DEFAULT GATEWAY</b>	This parameter identifies the gateway IP address used to send applications to the external network.
<b>TCP PRINTER PORT</b>	This parameter sets the TCP port number.
<b>MAC ADDRESS</b>	This is the number, provided by the constructor, that identifies the device; this number is univocal.
	This parameter is not modifiable by setup.

**ATTENTION:**

Any changes to network parameters will interrupt browser connection. If the server not responding you must reconnect to the new IP address set.



## 6.5 Operation parameters

The device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol <sup>D</sup> are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

<b>SPEED / QUALITY</b>	Setting of printing speed and printing quality:  High Quality Normal High Speed <sup>D</sup>
<b>SPEED TICKET IN (mm/s)</b>	Set the autoload speed for ticket through front input:  from 60 to 250 (150 <sup>D</sup> )
<b>SPEED TICKET OUT (mm/s)</b>	Set the ejecting speed for ticket through front input:  from 60 to 250 (150 <sup>D</sup> )
<b>TICKET LEN F1 (1/10mm)</b>	Set the value for length of ticket loaded in feeder 1 (expressed in tenths of a millimeter). To correctly measure this parameter, see <a href="#">paragraph 5.3</a> .  from 839 to 956 (856 <sup>D</sup> )
<b>TICKET LEN F2 (1/10mm)</b>	Set the value for length of ticket loaded in feeder 2 (expressed in tenths of a millimeter). To correctly measure this parameter, see <a href="#">paragraph 5.3</a> .  from 839 to 956 (856 <sup>D</sup> )
<b>MIN TICKET IN (1/10mm)</b>	Set the minimum value for length of the ticket portion to be inserted into the front inlet (expressed in tenths of a millimeter):  from 800 to 856 (813 <sup>D</sup> )
<b>MAX TICKET IN (1/10mm)</b>	Set the maximum value for length of the ticket portion to be inserted into the front inlet (expressed in tenths of a millimeter):  from 856 to 956 (898 <sup>D</sup> )
<b>TICKET GAP F1 (1/10mm)</b>	Set the value for length of the gap between tickets loaded in feeder 1 (expressed in tenths of a millimeter). To correctly measure this parameter, see <a href="#">paragraph 5.3</a> .  from 0 to 40 (10 <sup>D</sup> )
<b>TICKET GAP F2 (1/10mm)</b>	Set the value for length of the gap between tickets loaded in feeder 2 (expressed in tenths of a millimeter). To correctly measure this parameter, see <a href="#">paragraph 5.3</a> .  from 0 to 40 (10 <sup>D</sup> )

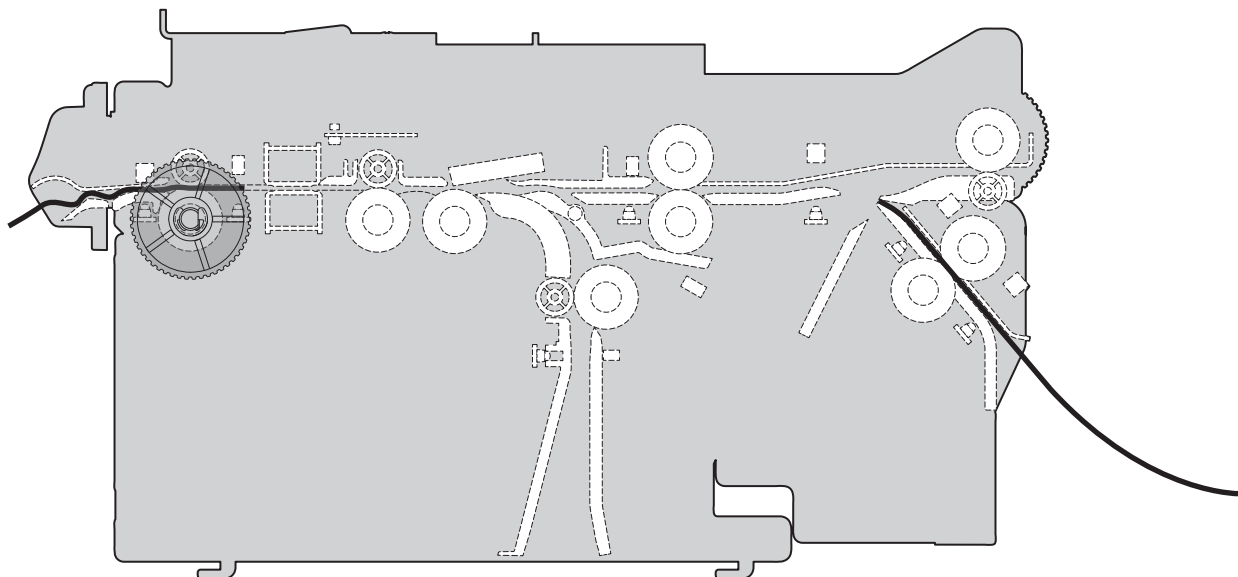


PATH EJECT POWERON	Setting of the “eject” function of the paper, with paper presence inside device during power on:  None <sup>D</sup> = no ticket ejecting performed Frontal = ticket ejected by front output Rear = ticket ejected by rear output Bottom = ticket ejected by bottom output
TICKET IN TIMEOUT (S)	Sets the time, expressed in seconds, after which the device signals the paper jam if a ticket is held while it is being inserted into the bezel.
ALARM NEAR PAPER END	Manages the low paper signal if the low paper sensor is not connected:  Activated <sup>D</sup> = low paper signal enabled Deactivated = low paper signal disabled
FEEDER MODULE	Set the feeder module type:  None = no feeder module assembled Single Feeder/Motor <sup>D</sup> = single feeder with motor Single Feeder/Burster = single feeder with burster Double Feeder/Burster = double feeder with burster
SCANNER BOTTOM	Set the presence of the bottom barcode reader (optional):  Not Present <sup>D</sup> = bottom barcode reader not present Present = bottom barcode reader present
LED BAR FGND (RRGGBB)	Set the foreground color for the status LED on the bezel. This parameter consists in three value for red, green and blue color to be expressed in hexadecimal:  RR = from 00 <sup>D</sup> to FF GG = from 00 to FF <sup>D</sup> BB = from 00 <sup>D</sup> to FF
LED BAR BGND (RRGGBB)	Set the background color for the status LED on the bezel. This parameter consists in three value for red, green and blue color to be expressed in hexadecimal:  RR = from 00 to FF (8F <sup>D</sup> ) GG = from 00 <sup>D</sup> to FF BB = from 00 to FF <sup>D</sup>
PRINT DENSITY	Adjusting the printing density:  -50% -12% +25% -37% 0 <sup>D</sup> +37% -25% +12% +50%  NOTE: The print quality is strongly influenced by the type of chemical treatment and the type of storage to which the thermal paper has been subjected, as well as by the weight of the same. It may therefore necessary to act on this parameter to obtain the desired print quality.

# 7 MAINTENANCE

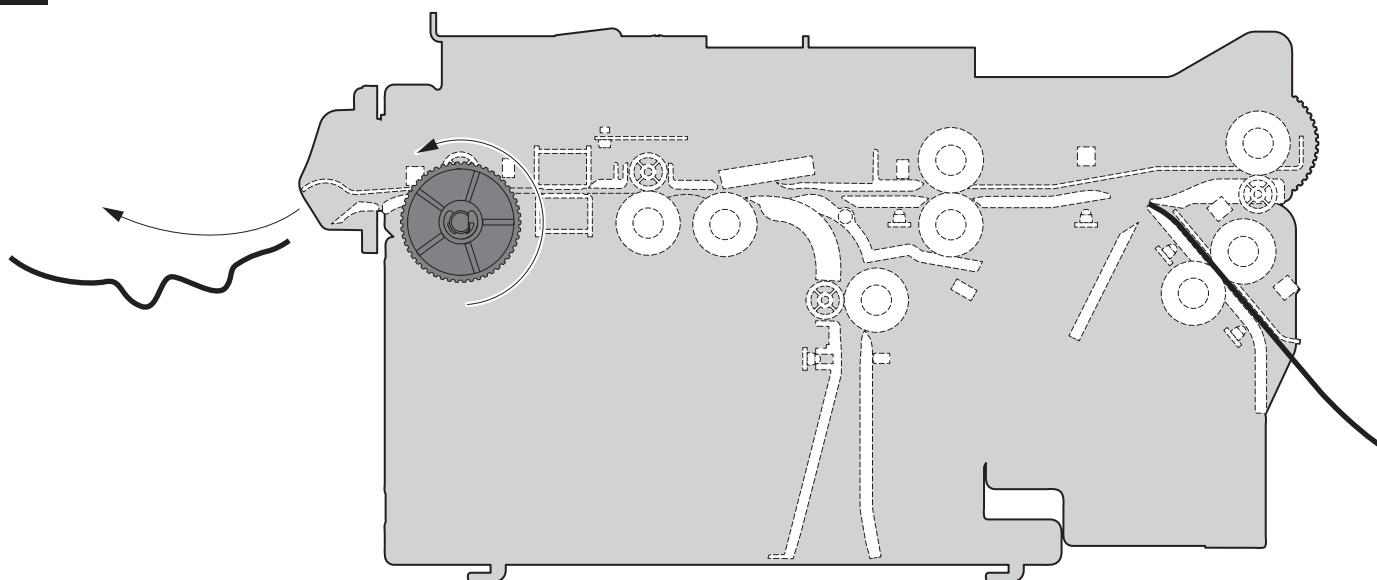
## 7.1 Paper jam

1



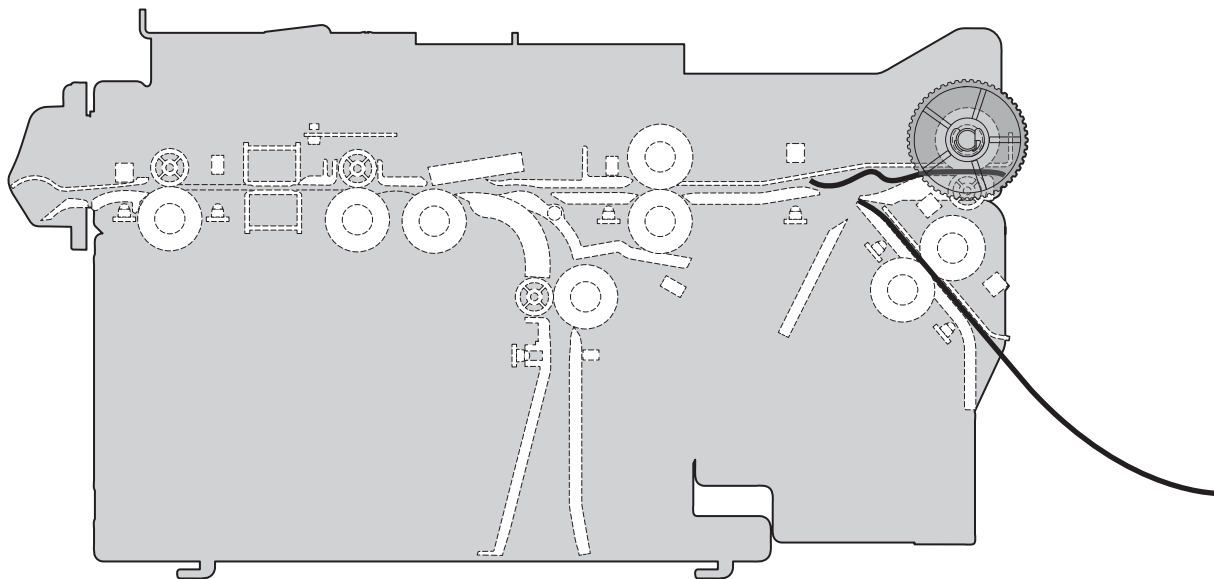
If paper is jammed in the paper output...

2



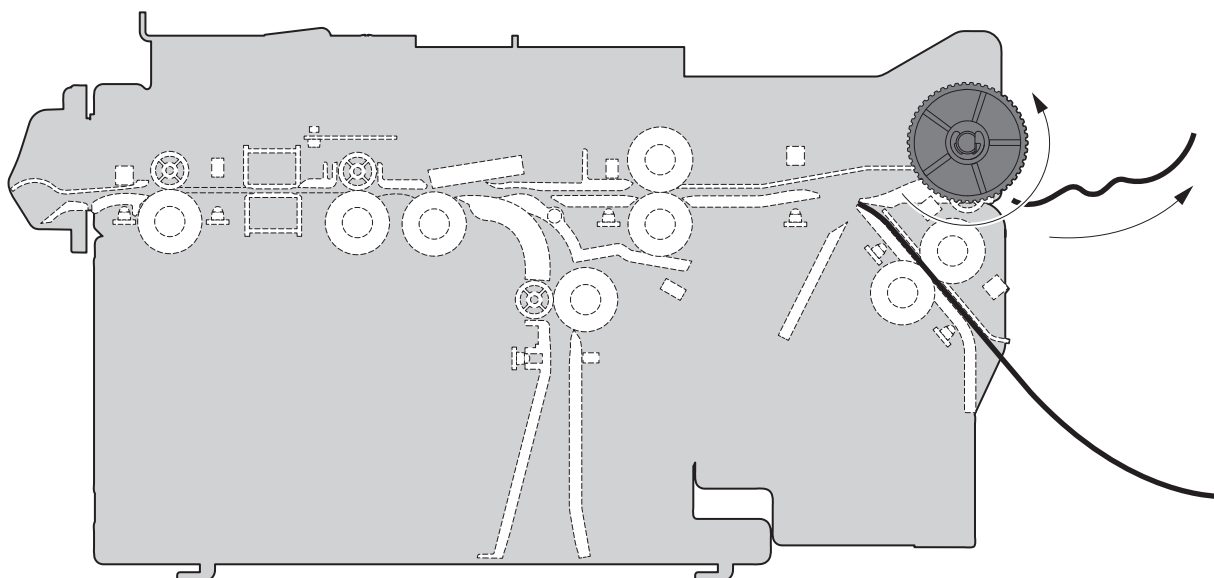
... rotate anticlockwise the gear shown in figure and remove the damaged ticket by pulling it outwards.

1



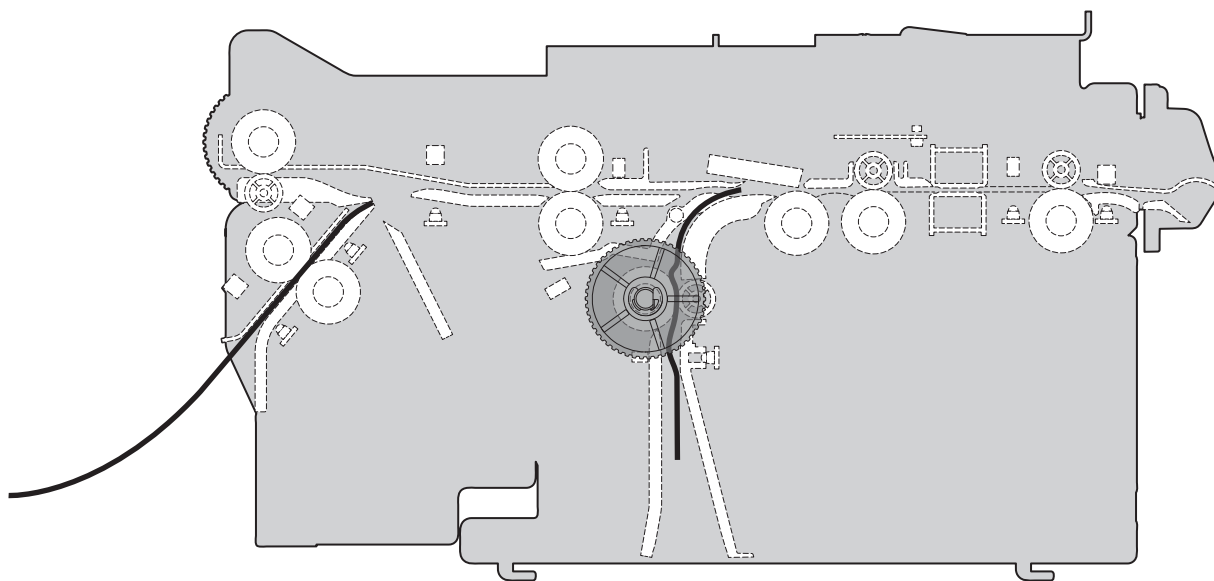
If paper is jammed in parking slot 2 ...

2



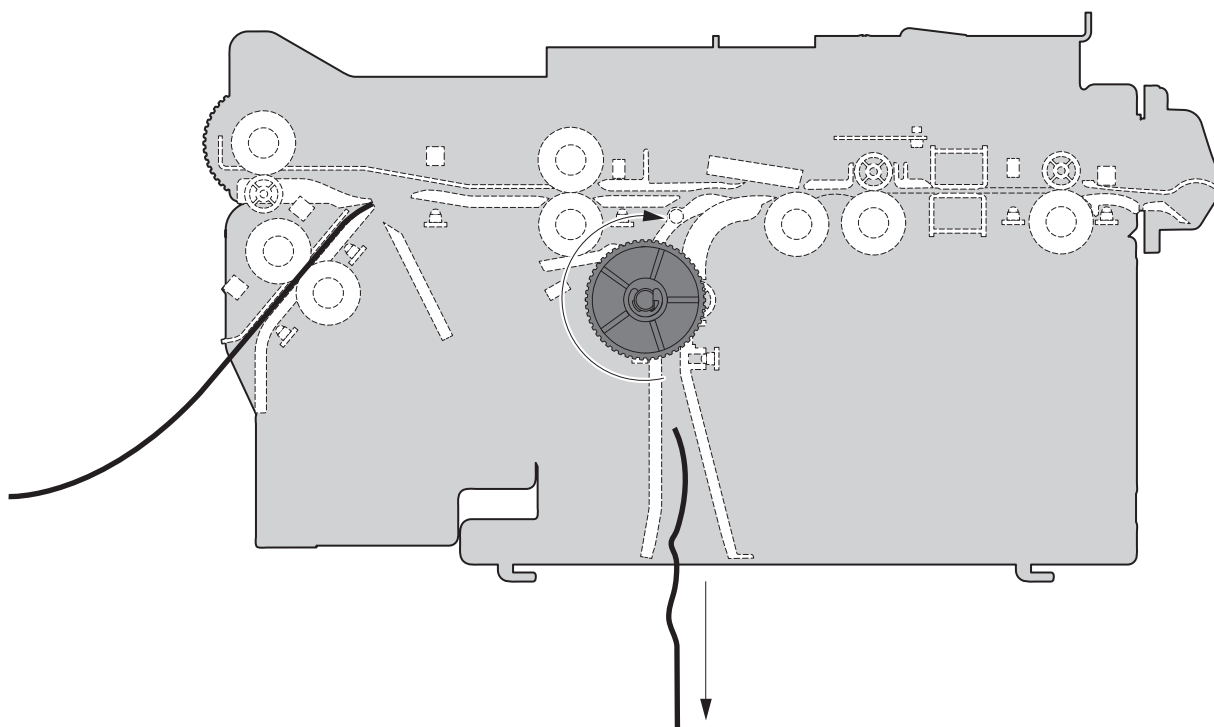
... rotate anticlockwise the gear shown in figure  
and remove the damaged ticket.

1



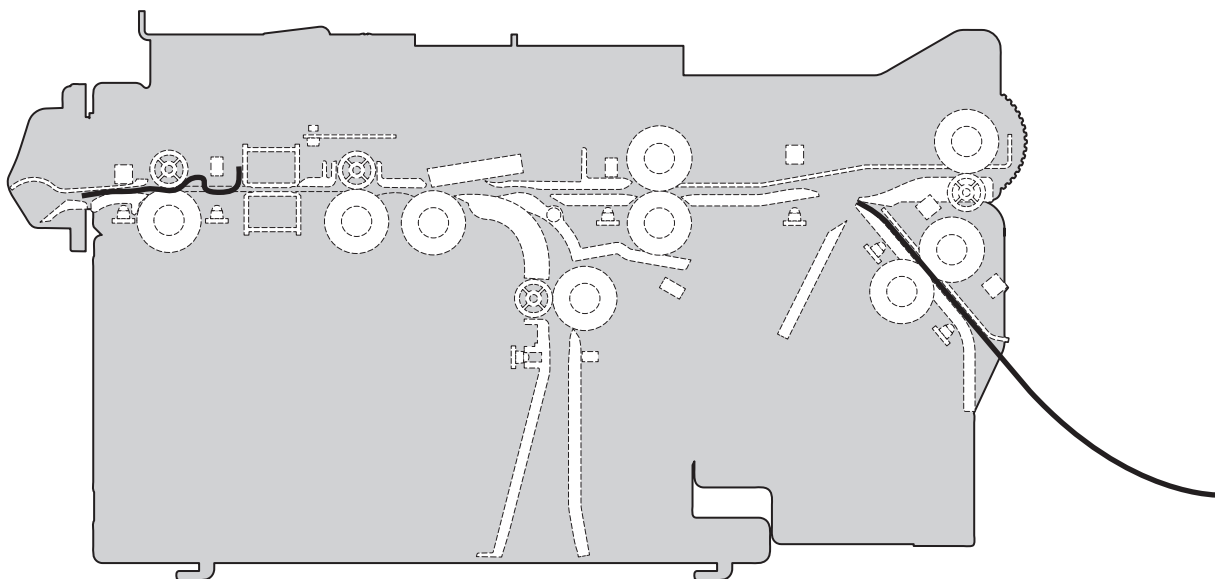
If paper is jammed in the parking slot 1 ...

2



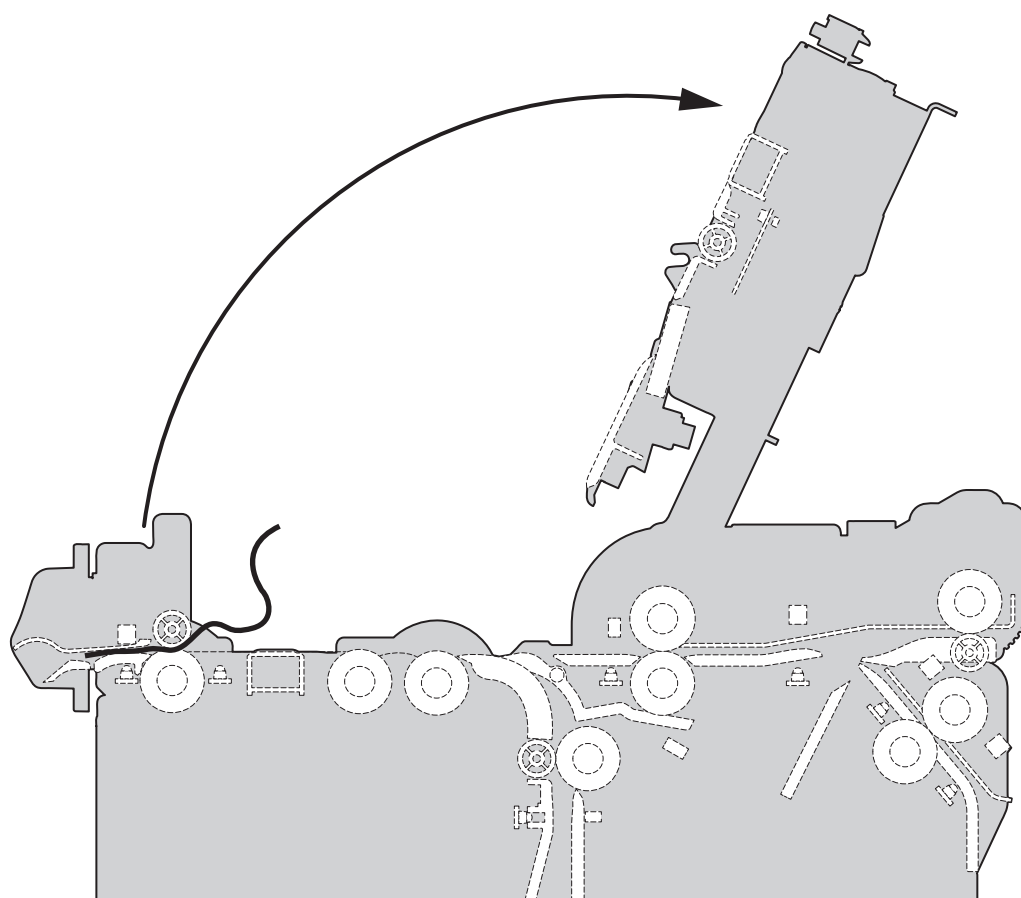
... rotate clockwise the gear shown in figure  
and remove the damaged ticket by pulling it downwards.

1



If paper is jammed under the cover ...

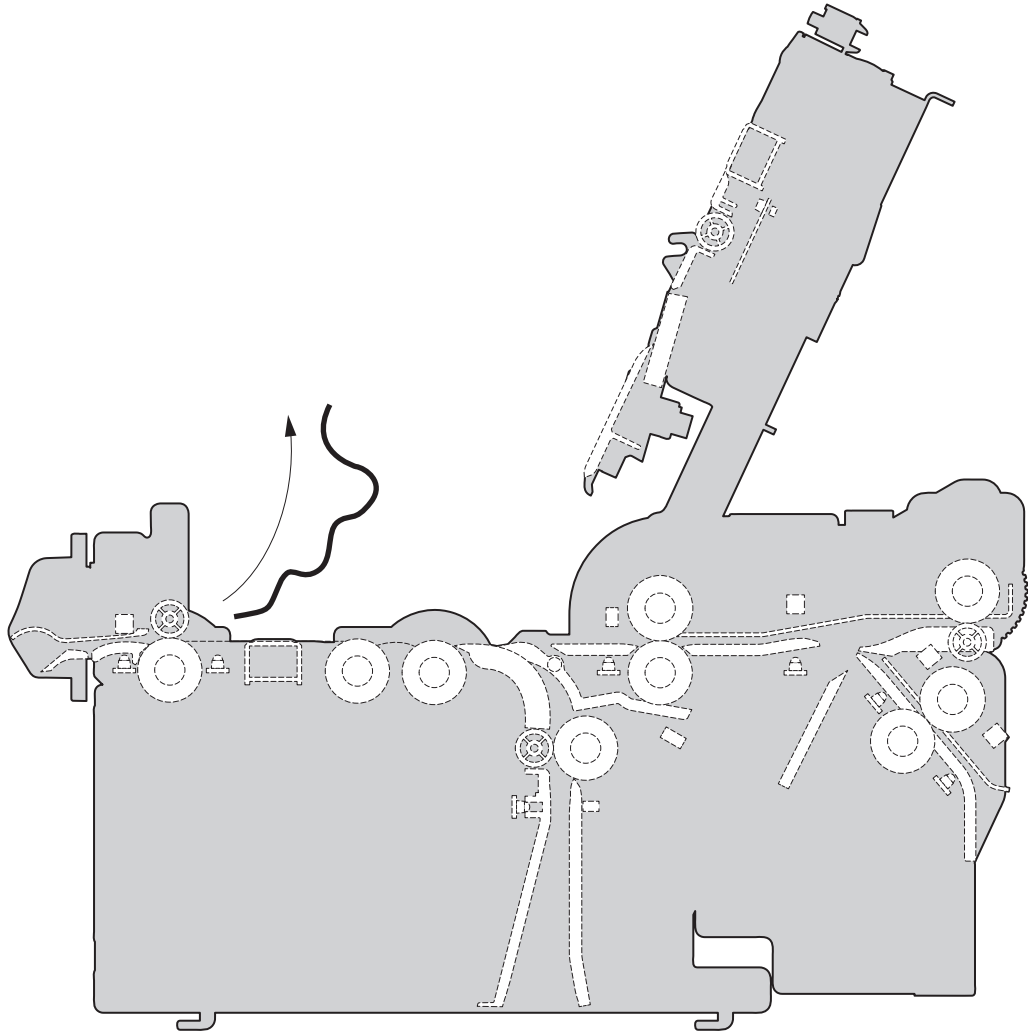
2



... open the device cover  
(see previous paragraphs).



3



Remove the damaged ticket from the paper path.



## 7.2 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.

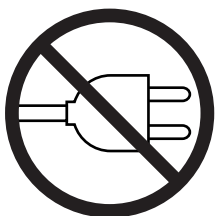
EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Rollers	Use isopropyl alcohol
Barcode reader	Use a soft cloth
EVERY 5 PAPER CHANGES	
Paper path	Use compressed air or tweezers
Sensors	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Case	Use compressed air or a soft cloth

## 7.3 Cleaning

For periodic cleaning of the device, see the instructions below

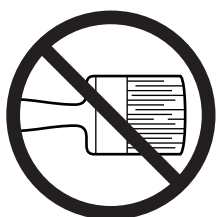
### Case

1



Disconnect the power supply cable.

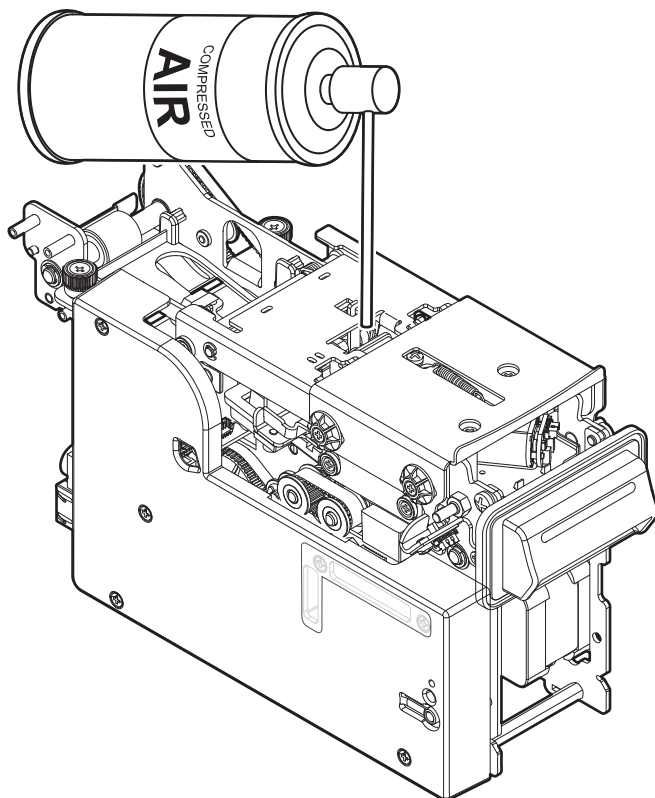
2



#### ATTENTION:

Do not use alcohol, solvents or hard brushes.  
Do not let water or other liquids  
get inside the device.

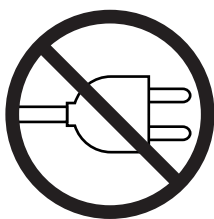
3



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

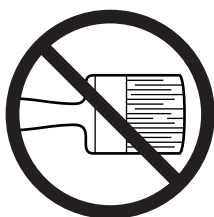
## Paper path

1



Disconnect the power supply cable and open the device cover (see [paragraph 5.1](#)).

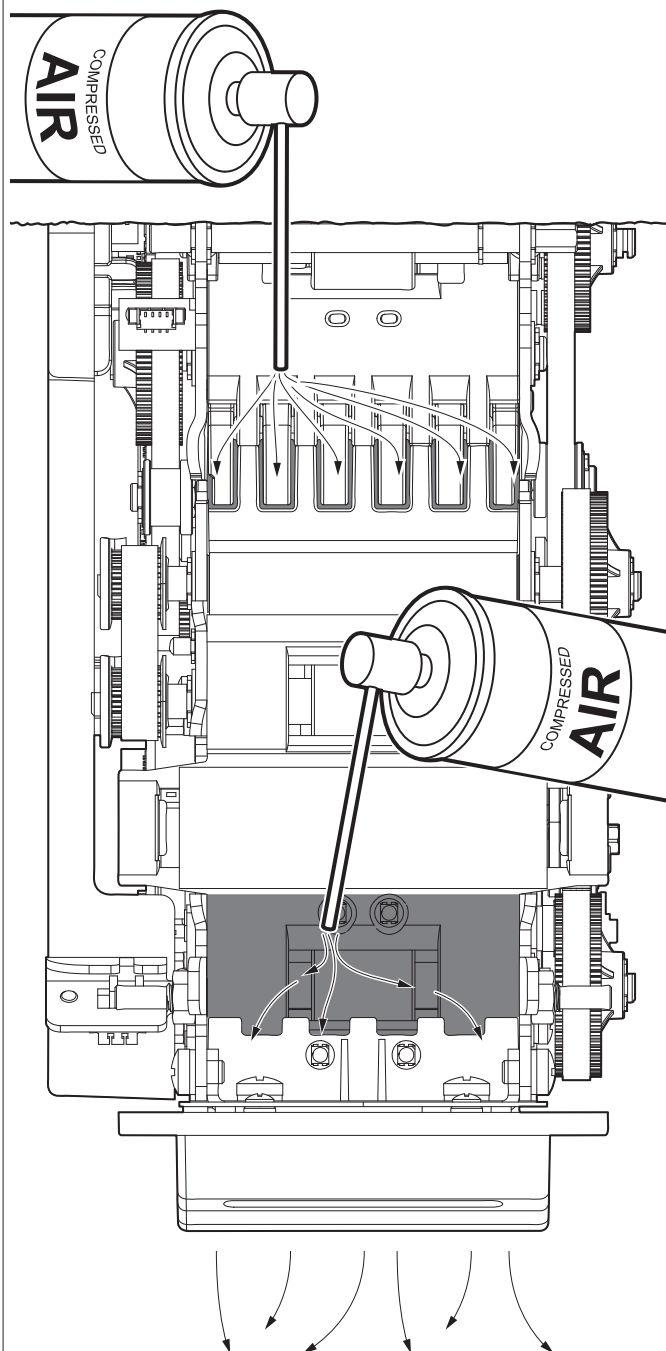
2



### ATTENTION:

Do not use alcohol, solvents or hard brushes.  
Do not let water or other liquids get inside the device.

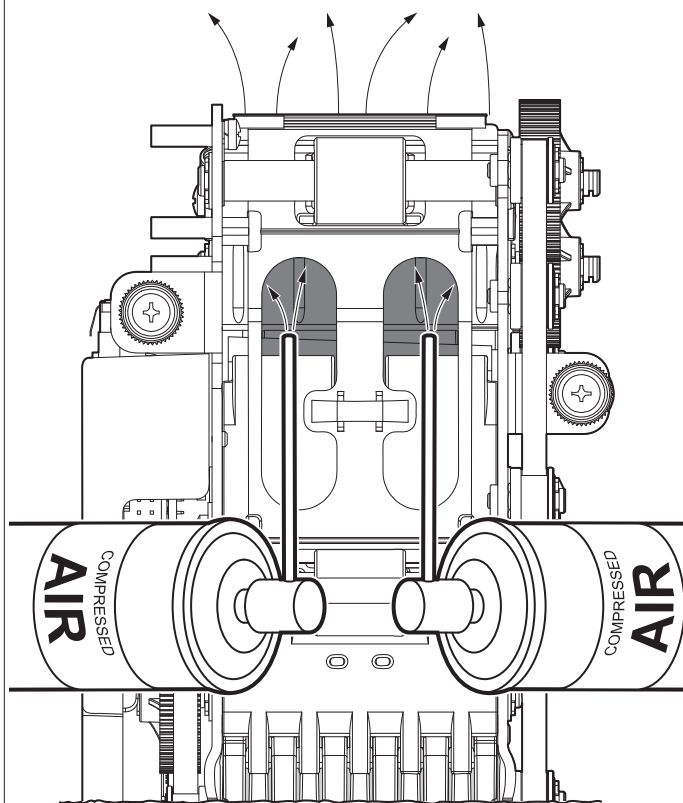
3



Blow compressed air through the front area illustrated in the figure, from the inside outward.  
Blow through the comb-shaped diverter.

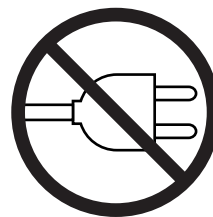
## Rollers

4



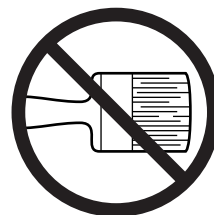
Blow compressed air through the rear area illustrated in the figure, from the inside outward.

1



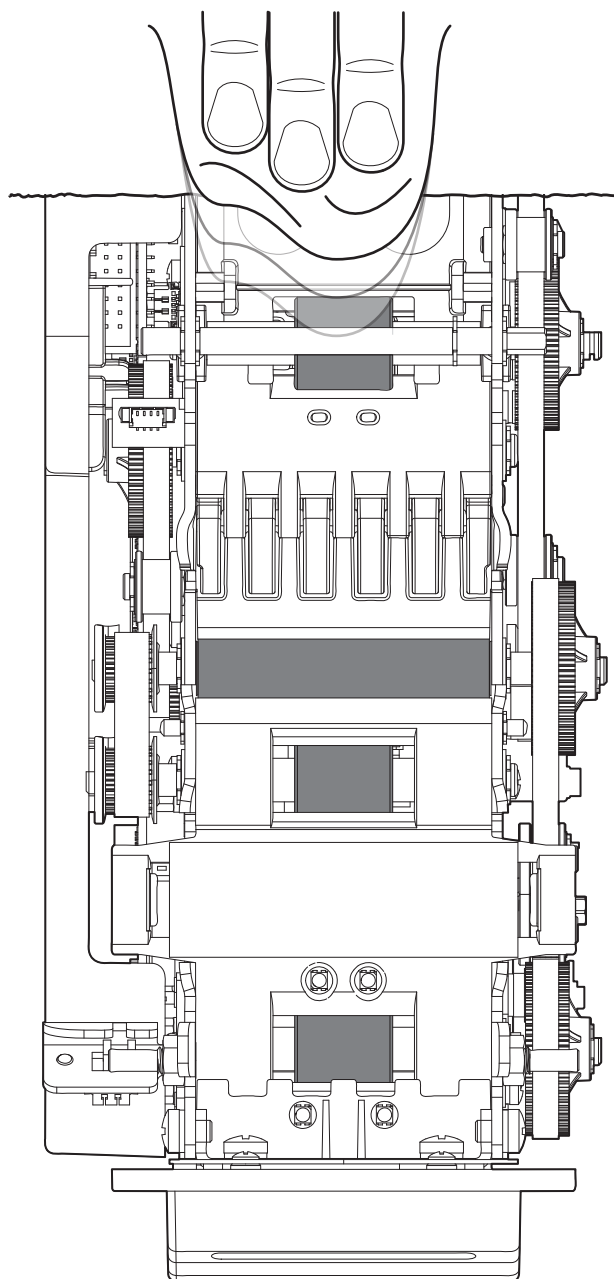
Disconnect the power supply cable and open the device cover (see [paragraph 5.1](#)).

2



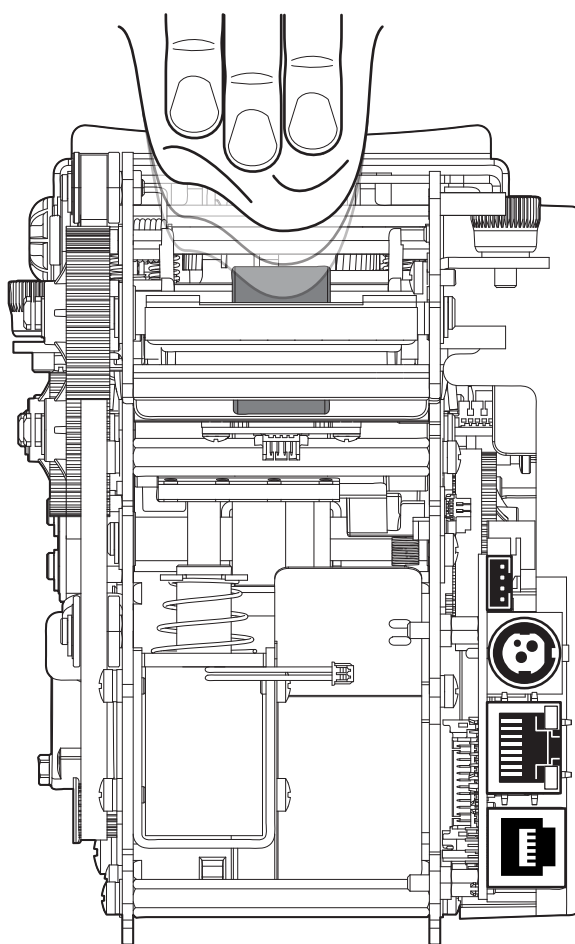
**ATTENTION:**  
Do not use solvents or hard brushes.  
Do not let water or other liquids get inside the device.

3



Clean the internal rollers by using a non-abrasive cloth moistened with isopropyl.

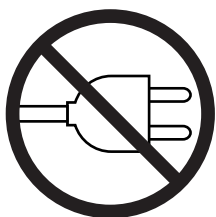
4



Clean the rear rollers by using a non-abrasive cloth moistened with isopropyl.

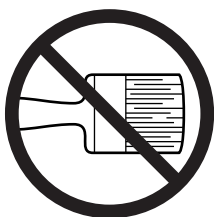
## Sensors

1



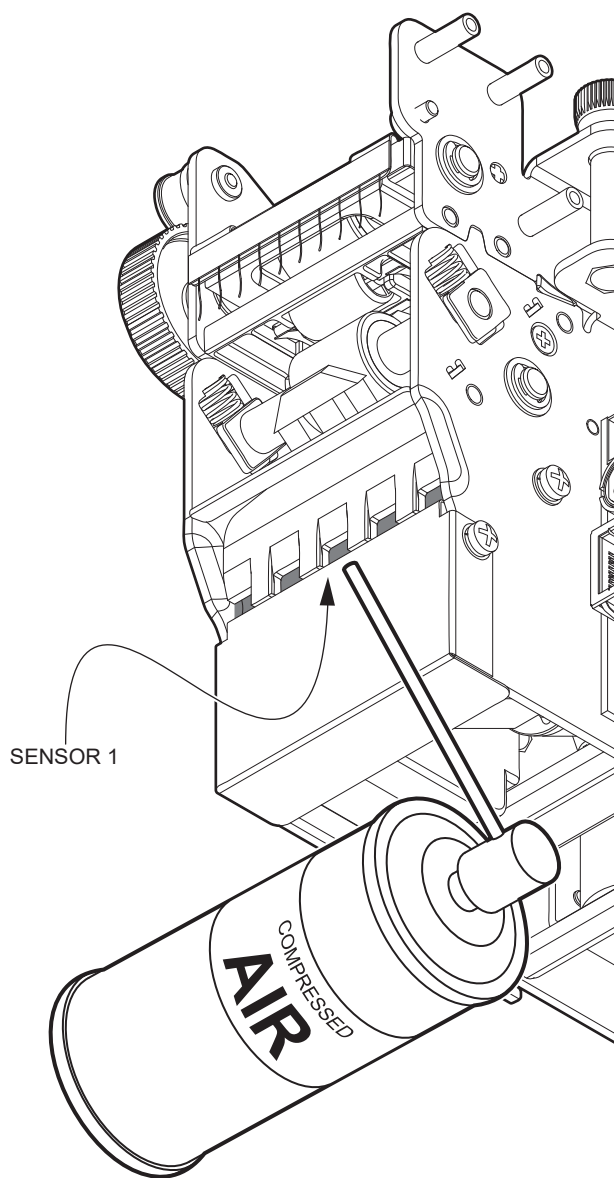
Disconnect the power supply cable and open the device cover (see [paragraph 5.1](#)).

2



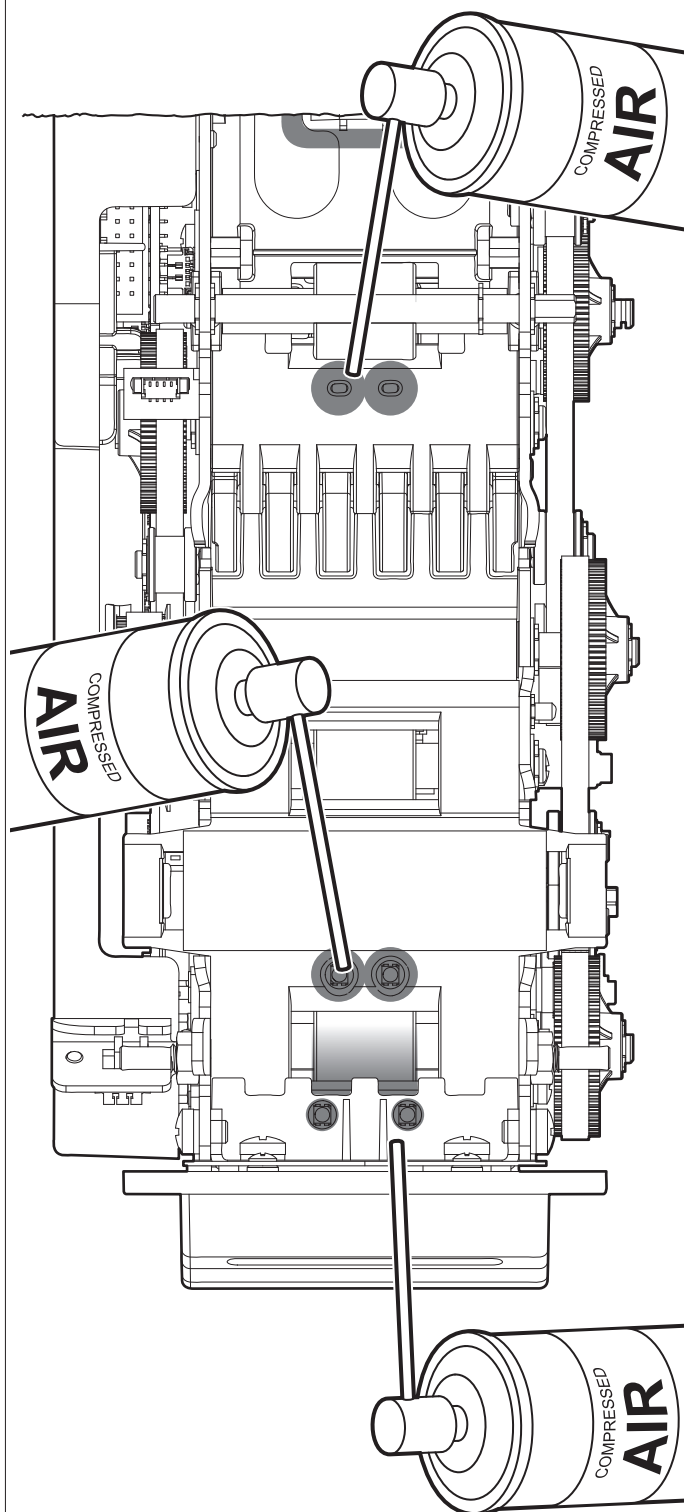
**ATTENTION:**  
Do not use alcohol, solvents or hard brushes.  
Do not let water or other liquids get inside the device.

3



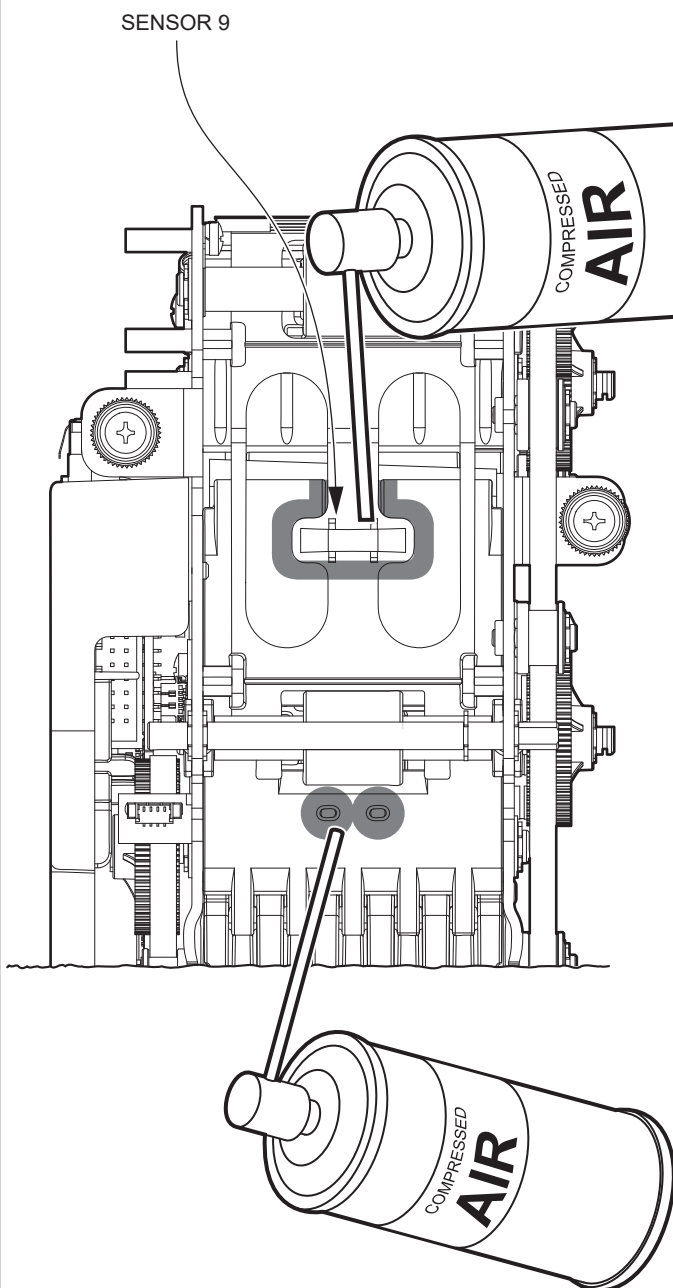
Clean the device SENSOR 1 by using compressed air.  
The SENSOR 1 is located behind the plastic guide (see [paragraph 3.3](#)).

4



Clean the device sensors by using compressed air.

5

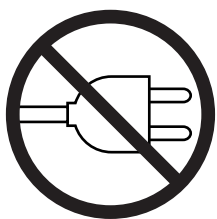


Clean the device sensors by using compressed air.  
The SENSOR 9 is located under the light guide  
(see [paragraph 3.3](#)).



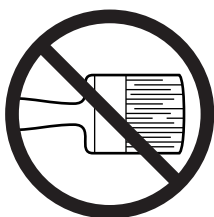
## Printhead and top barcode reader

1



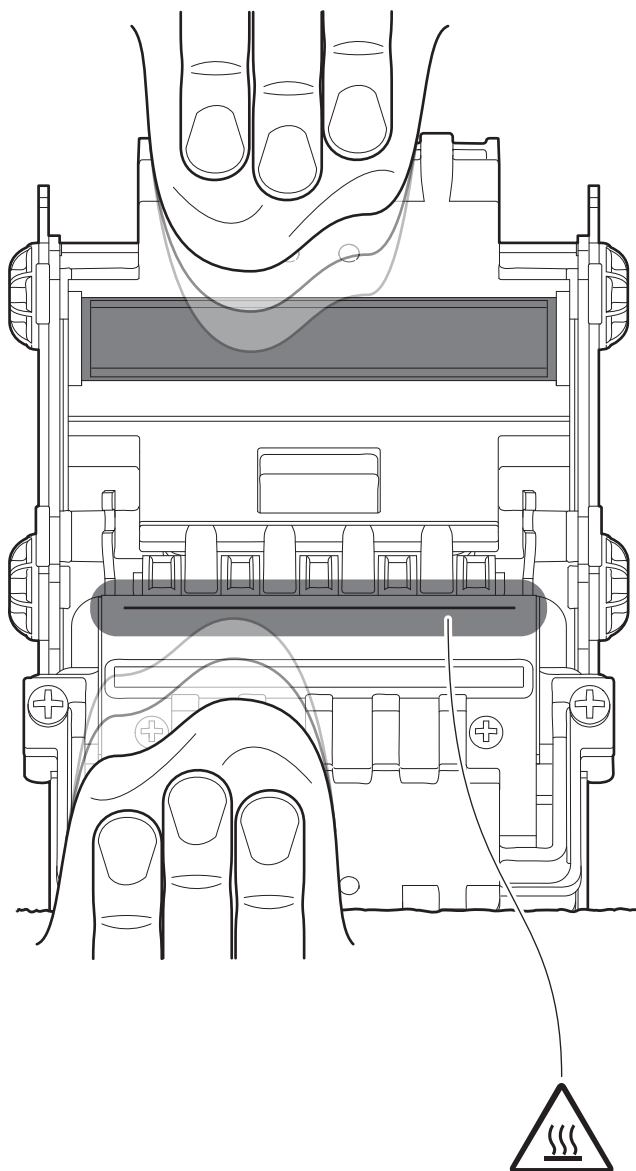
Disconnect the power supply cable and open the device cover (see [paragraph 5.1](#)).

2



**ATTENTION:**  
Do not use solvents or hard brushes.  
Do not let water or other liquids get inside the machine.

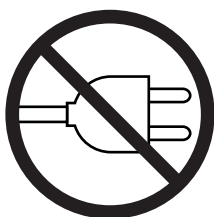
3



Clean the printhead and the top barcode reader by using a non-abrasive cloth moistened with isopropyl.

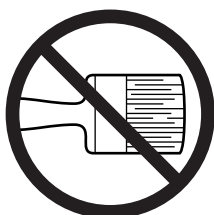
## Bottom barcode reader (optional)

1



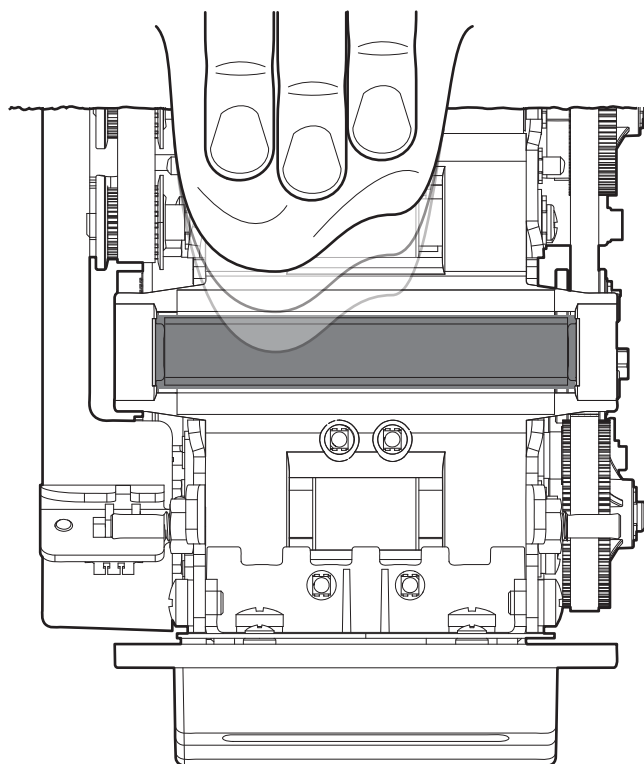
Disconnect the power supply cable and open the device cover (see [paragraph 5.1](#)).

2



**ATTENTION:**  
Do not use solvents or hard brushes.  
Do not let water or other liquids get inside the machine.

3



Clean the bottom barcode reader (optional) by using a non-abrasive cloth moistened with isopropyl.

## 7.4 Firmware upgrade

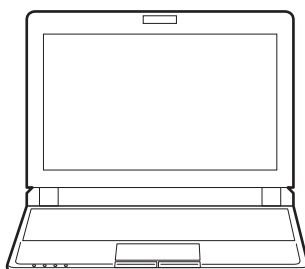
Firmware upgrade can be performed by using the “PrinterSet” software tool available on [www.custom4u.it](http://www.custom4u.it). To upgrade firmware, proceed as follows:

1



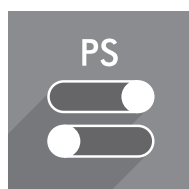
Login to the website [www.custom4u.it](http://www.custom4u.it), type in the product code of the device and download the latest firmware release available.

2



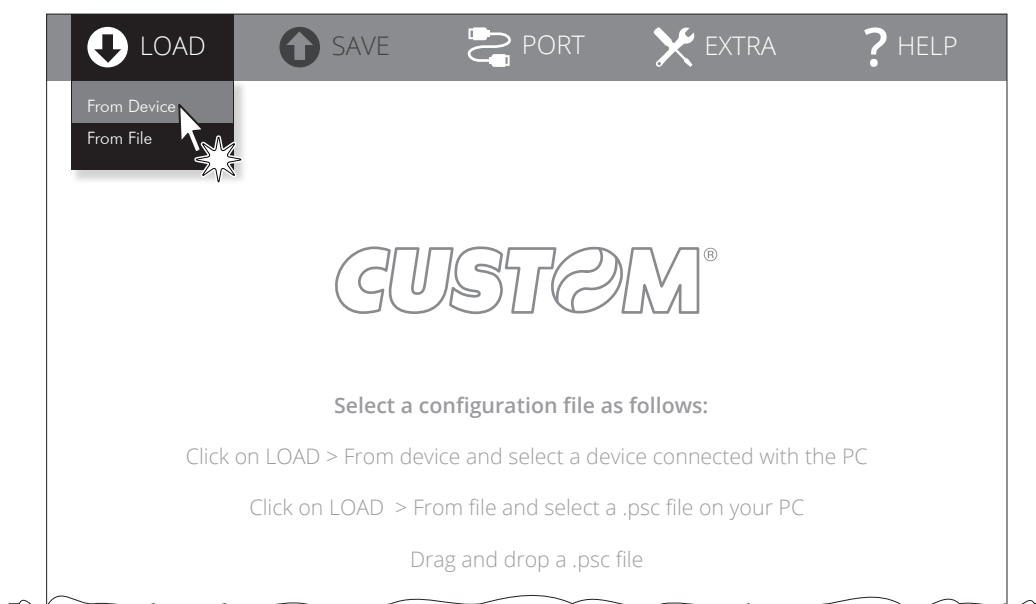
Connect the device to a PC directly (see [paragraph 4.3](#)), without using HUB devices.

3



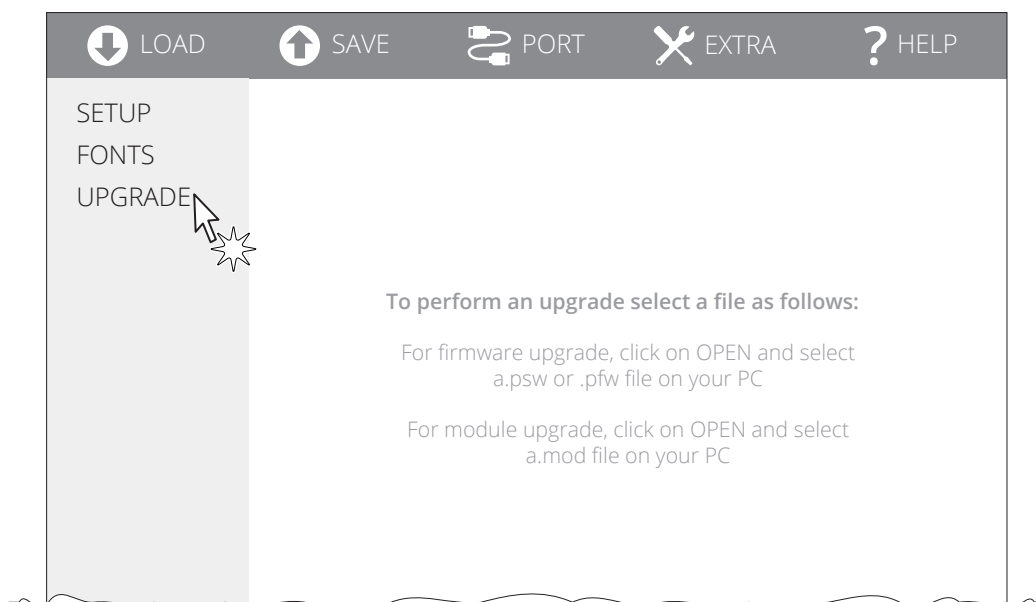
Start the “PrinterSet” software tool.

4



Click on LOAD > FROM DEVICE and select the device connected to the PC.

5



Click on UPGRADE and follow the instructions shown on the screen.

#### ATTENTION:

During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.



## 8 SPECIFICATIONS

### 8.1 Hardware specifications

GENERALS	
Sensors	Printhead temperature, paper in, paper out, cover open, 4 internal sensors for ticket management, diverter position, printhead position, external low paper (optional)
Emulations	CUSTOM/POS
Printing driver	Windows XP VISTA (32/64bit) Windows 7 (32/64bit) Windows 8 (32/64bit) Windows 8.1 (32/64bit) Windows 10 (32/64bit)
INTERFACES	
USB port (optional)	12 Mbit/s (USB 2.0 full speed)
RS232 serial port	from 1200 bps to 115200 bps
Ethernet port	10 Mbit/s, 100 Mbit/s
MEMORIES	
Receive buffer	16 kB
Flash memory	2 MB internal + 8 MB external (of which 4 MB available for user)
RAM memory	512 kB internal + 8 MB external
PRINTER	
Resolution	304 dpi (12 dot/mm)
Printing method	Thermal, fixed head
Head life <sup>(1)</sup>	
Abrasion resistance <sup>(2)</sup>	100 km (with recommended paper)
Pulse durability	100 M (12.5% duty cycle)



Printing width	50 mm
Printing mode	Normal, 90°, 180°, 270°
Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
Printable barcodes	EAN13, CODE39, CODE128, ITF, PDF417, DATAMATRIX, AZTEC, QRCODE
Readable barcodes	EAN13, CODE39, CODE128, ITF, PDF417, DATAMATRIX, AZTEC, QRCODE
Printing speed <sup>(1) (3)</sup>	High Speed = 150 mm/s Normal = 105 mm/s High Quality = 60 mm/s

#### PAPER

Type of paper	Thermal fan-fold paper ISO 7810 ID-1 (see <a href="#">paragraph 8.6</a> ), Plastic cards
Paper weight	from 140 g/m <sup>2</sup> to 210 g/m <sup>2</sup>
Thermal paper thickness	from 140 µm to 230 µm
Plastic cards thickness	max. 1 mm (embossing thickness max. 1.25 mm)
Recommended types of paper	MITSUBISHI TF1467, TF1767, TF2167

#### DEVICE ELECTRICAL SPECIFICATIONS

Power supply	24 Vdc ± 10% (optional external power supply)
Medium consumption <sup>(3)</sup>	1.2 A
Standby consumption	0.1 A

#### ELECTRICAL SPECIFICATIONS POWER SUPPLY code 963GE020000053 (optional)

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 -20 °C to +60 °C
-----------------------	-----------------------

Relative humidity (RH)	from 35% to 85% (without condensation)
------------------------	--

Storage temperature	from -20 °C to +70 °C
---------------------	-----------------------

Storage relative humidity (RH)	from 10% to 85% (without 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, "Print Density" parameter = 0%, High Speed).



## 8.2 Specifications for RFID reader/writer

Only for models with RFID reader/writer

TRANSPONDER SPECIFICATIONS (only for models with RFID reader/writer)

Supported transponders  
(HF high frequency RFID - 13.5 Mhz)

ISO 14443-A:  
Mifare UL, 1K, 4K, UL EV1, UL C, UL C + SAM, DesFire, Plus  
NTAG 213 (NFC), 203 (NFC)

ISO 14443-B:  
Calypso, SRi-SRx-SRt

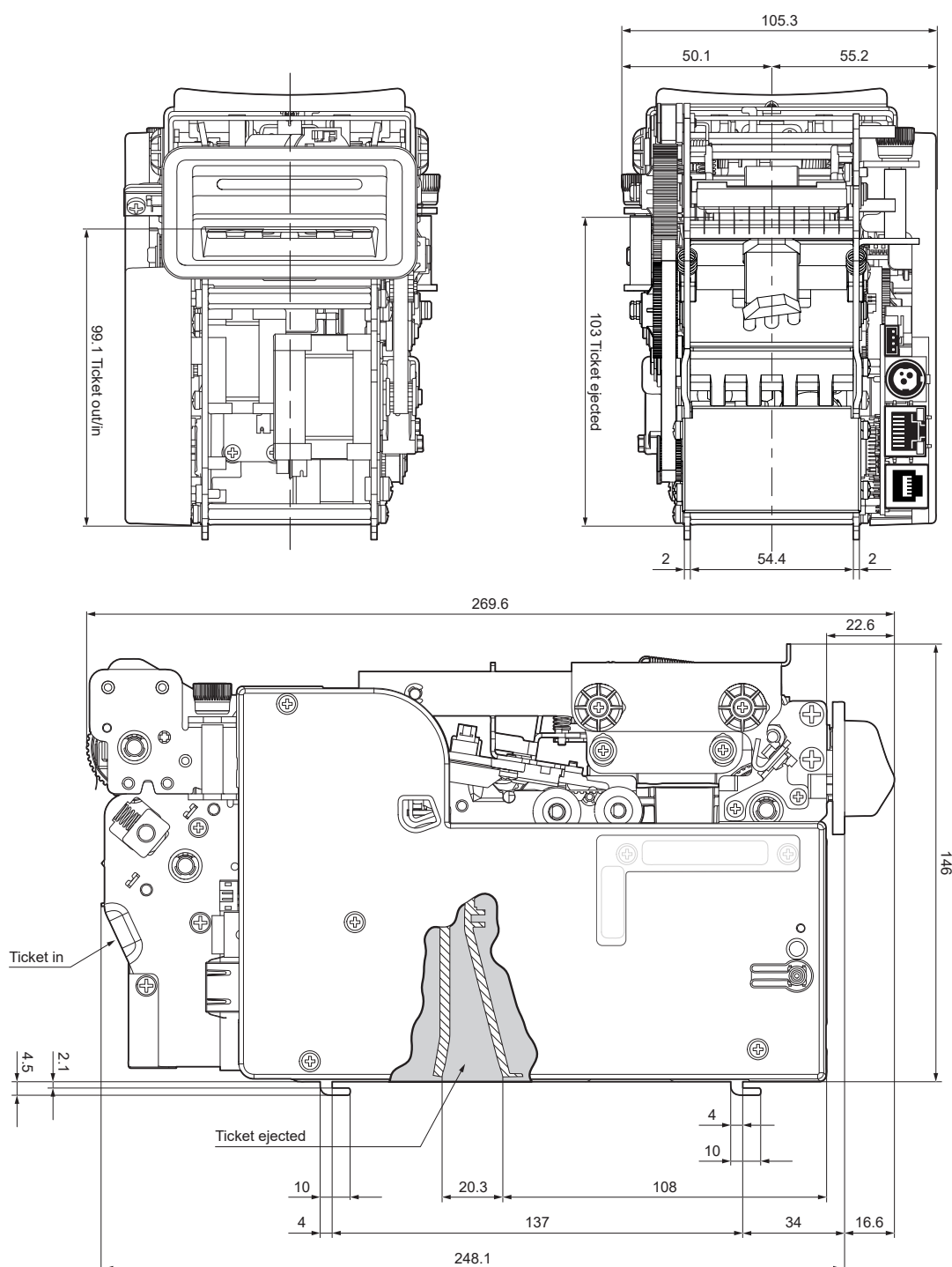
ISO 15693:  
iCode



## 8.3 Device dimensions

Length	269.6 mm
Height	146 mm
Width	105.3 mm
Weight	3000 g

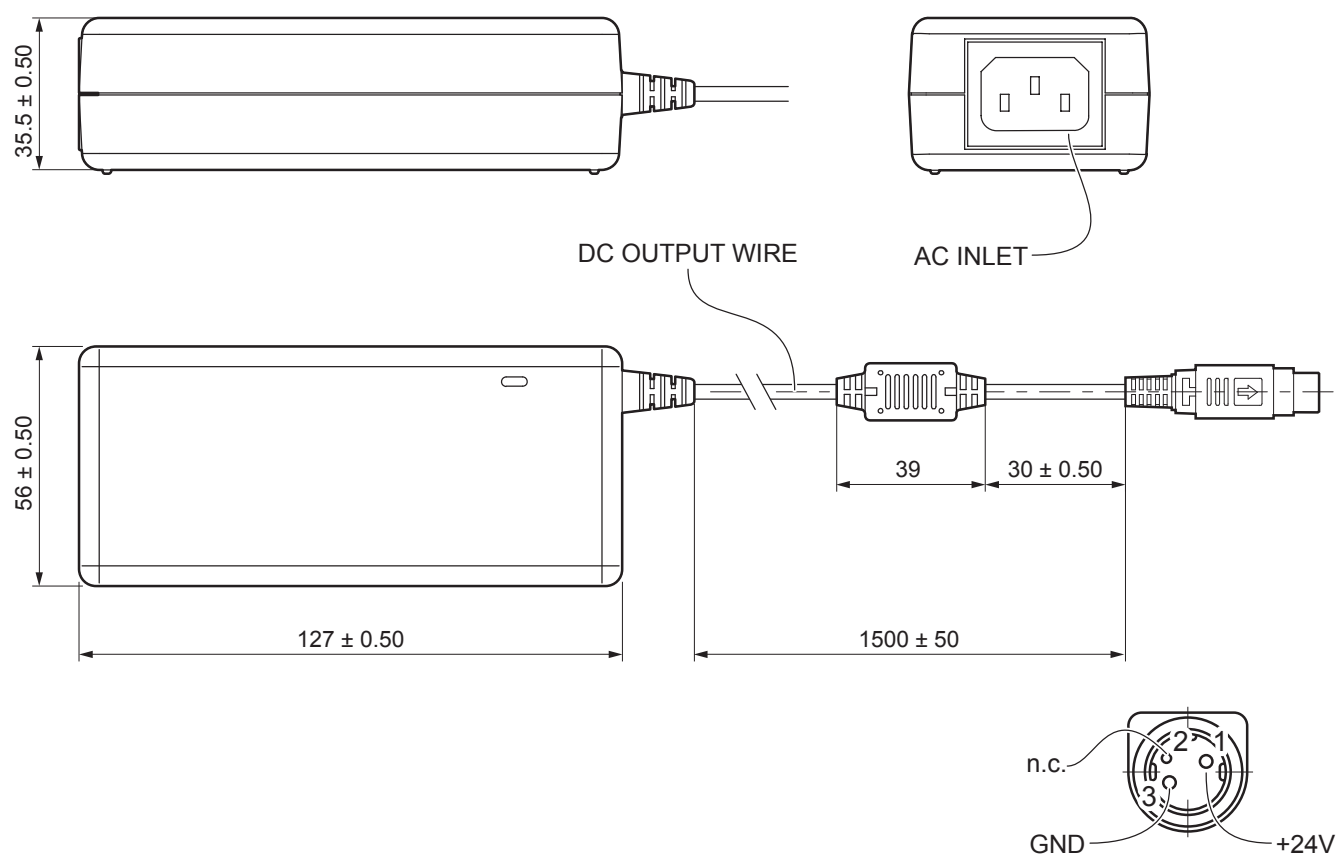
All the dimensions shown in following figures are in millimetres.



## 8.4 Dimensions of power supply code 963GE020000053 (optional)

Length	127 mm
Height	35.5 mm
Width	56 mm

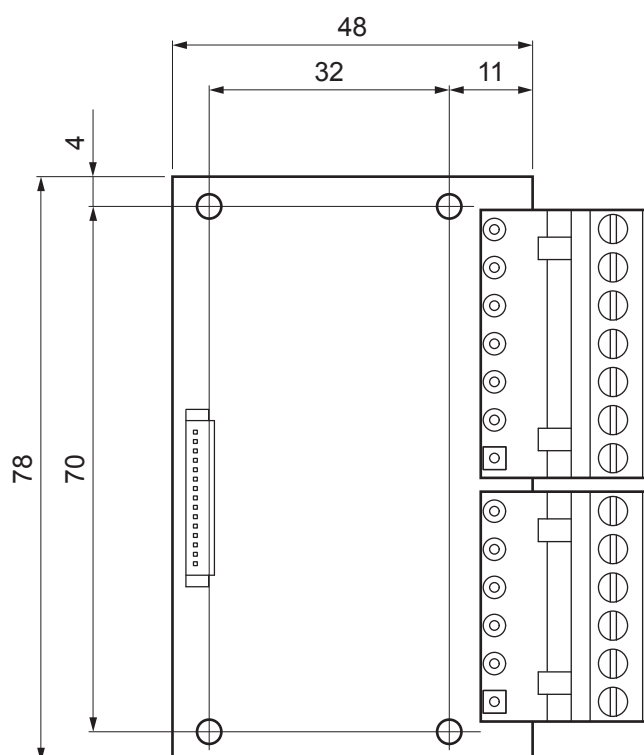
All the dimensions shown in following figures are in millimetres.



## 8.5 Dimensions of in/out board code 979LA010000001 (optional)

Length	78 mm
Width	48 mm

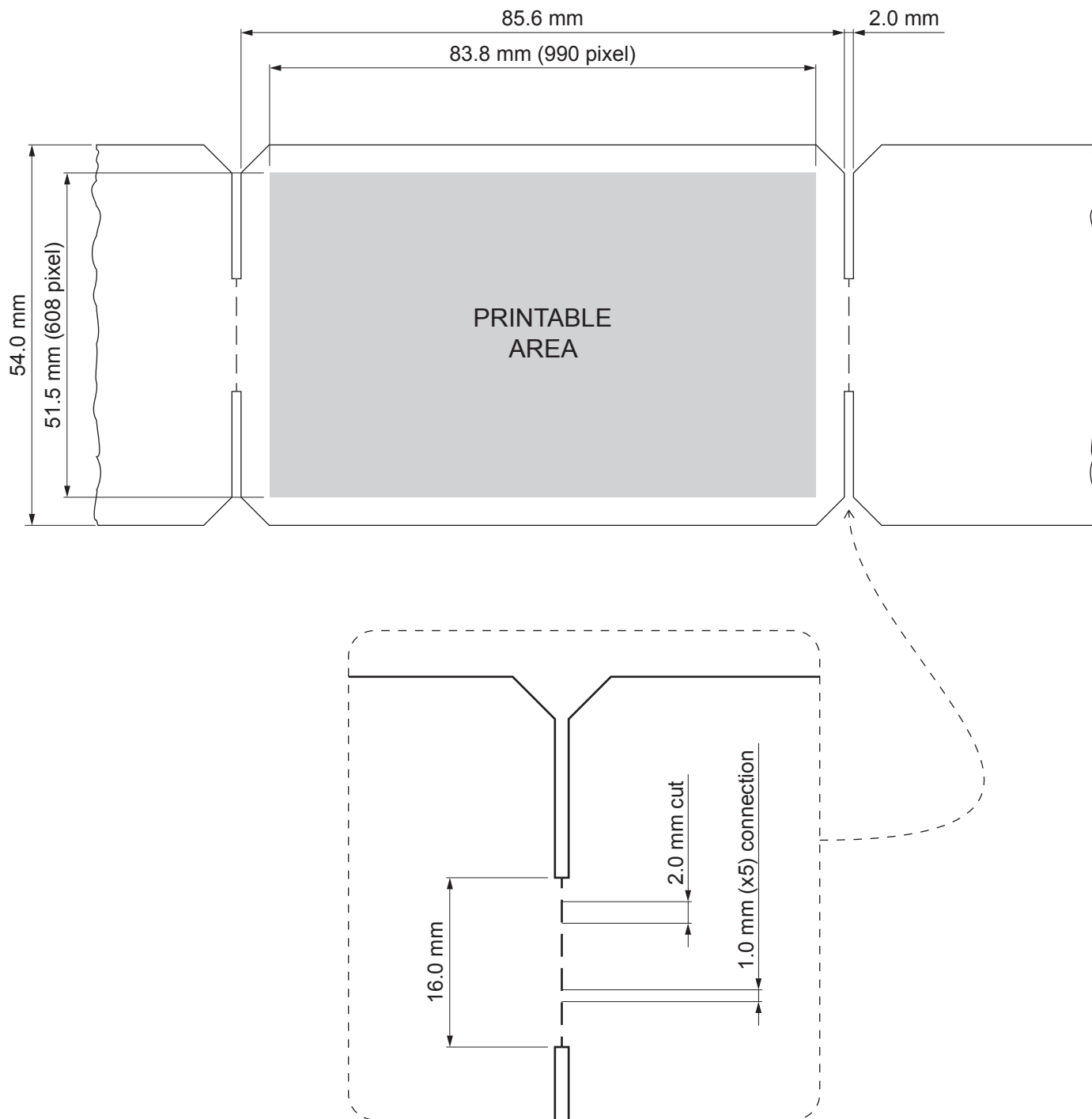
All the dimensions shown in following figures are in millimetres.



## 8.6 Paper specification

### Thermal fan-fold module

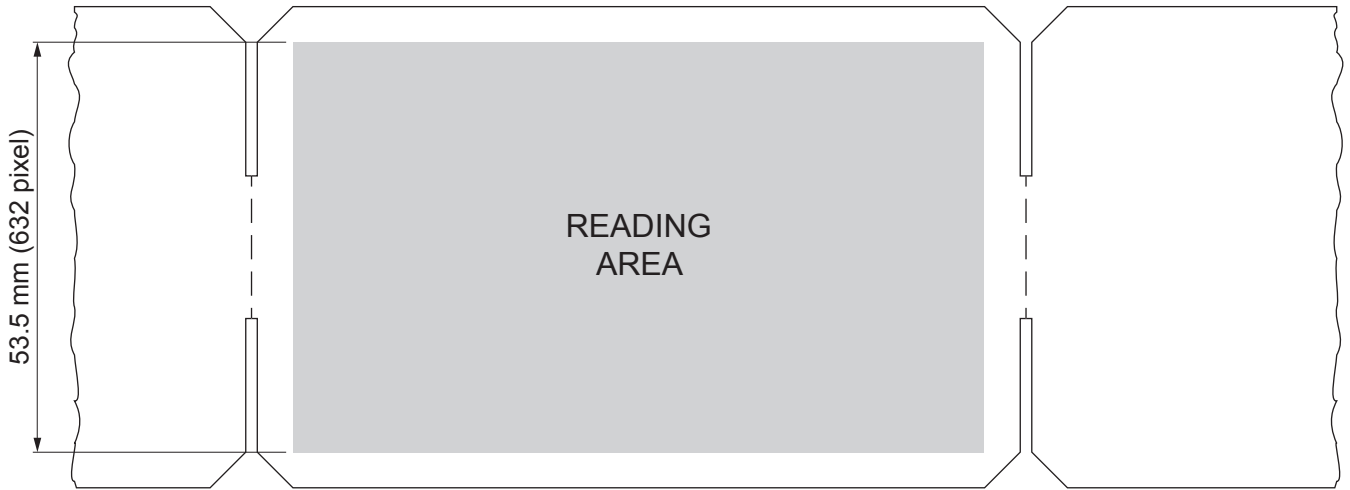
The device manages ISO 7810 ID-1 format ticket (85.60 mm x 54 mm) with 300 dpi resolution (11.8 dot/mm). The following figure shows the specifications for ISO 7810 ID-1 tickets.



Line perforation: 2.0 mm cut / 1.0 mm connection  
 No imprinting on perforation area  
**Pull-off strength: 45 N**

### **Barcode reading area**

The following figure shows the specifications for the reading area of ticket by using the integrated barcode reader which works on an width area of 632 pixels.



## Ticket with RFID Tag

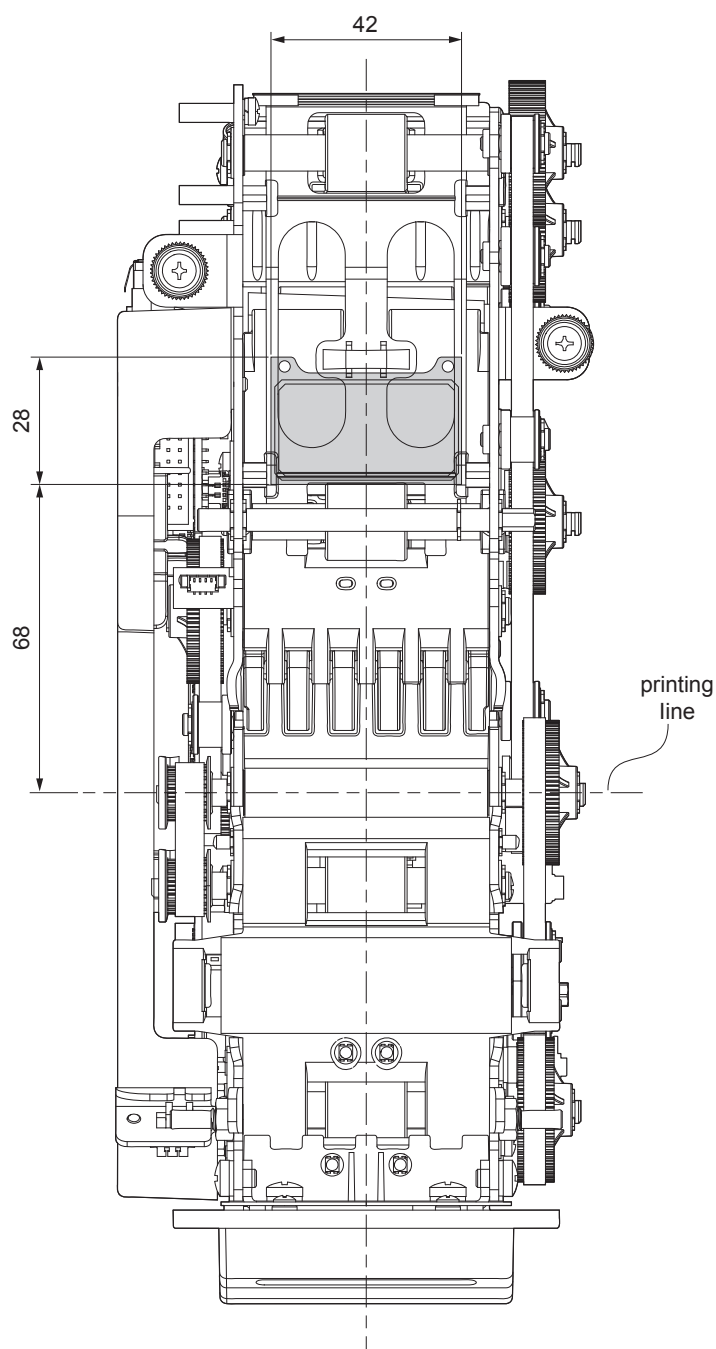
### PP54 EVO RS232 ETH 1-CIS RFID HF, PP54 EVO 1-FEEDER RS232 ETH 1-CIS RFID HF, PP54 EVO 1-FEEDER RS232 ETH 2-CIS RFID HF

RFID (acronym for Radio Frequency Identification) is a technology to identify automatically items using radio waves; this system is based on wireless data capture from RFID tag using appropriate readers. The RFID tag, or transponder, is made up of :

- the microchip that stores the data (including also a unique serial number written);
- an RFID antenna.

The device models equipped with RFID reader are equipped with an RFID transceiver, provided with antenna, that allows to send and receive RF data to and from the tag. For this application the ticket dimensions are not binding but for good reading is important that the tag inside the ticket, after alignment, intersects the antenna area.

The following figure shows the available position of antenna RFID inside the device.





## 8.7 Character sets in CUSTOM/POS emulation

In CUSTOM/POS emulation, it is possible to use TrueType fonts. To be used, a TrueType font must be monospace type (every character of the font must have the same dimension). The check is made by the device when the font is selected.

TrueType fonts will be automatically scaled by the device in order to obtain the same available width for the embedded fonts (11, 15 and 20 cpi).

The quality of TrueType fonts, the correct positioning into the printable area and the available code tables, will result from the font producers and the font implementation.

For the correct printing of the code tables, it is necessary that the selected TrueType font contains all the characters in the tables. Otherwise, the '□' symbol will be printed instead the missing character. All commands for printing configuration are usable both with TrueType fonts and with embedded fonts. It is possible to address the TrueType font respects the UNICODE™ standard (see [www.unicode.org](http://www.unicode.org)), by using UTF-8 or UTF-16 encoding.





# 9 CONSUMABLES

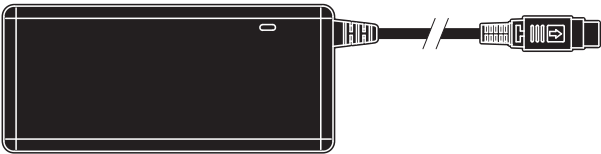
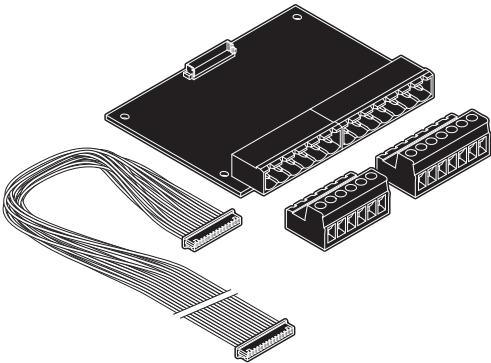
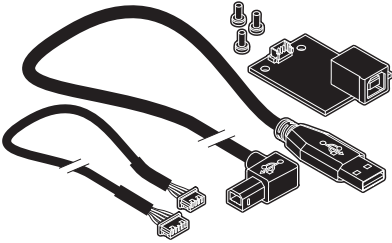
The following table shows the list of available consumables for printer:

DESCRIPTION	CODE
<p>FANFOLD MODULE</p> <p>weight = 175 g/m<sup>2</sup>  dimensions = 85.6 x 54 mm</p>	<p><b>67600000000002</b></p> 



# 10 ACCESSORIES

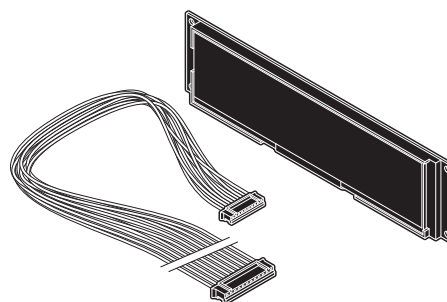
The following table shows the list of available accessories for device.

DESCRIPTION	CODE
<p><b>POWER SUPPLY</b> (for technical specifications, see <a href="#">paragraph 8.1</a>)</p>	<p><b>963GE020000053</b></p> 
<p><b>IN/OUT BOARD KIT</b> with connection cable (length = 0.4 m) (see <a href="#">paragraph 10.1</a>)</p>	<p><b>979LA010000001</b></p> 
<p><b>USB BOARD KIT</b> with connection cable (length = 0.32 m) and USB cable (length = 2 m)</p>	<p><b>979LA010000002</b></p> 

---

**979LA010000003**

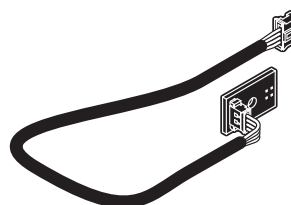
DISPLAY KIT  
with connection cable (length = 0.4 m)



---

**976CG010000001**

LOW PAPER SENSOR BOARD  
with connection cable (length = 0.23 m)



## 10.1 In/out board kit code 979LA010000001 (optional)

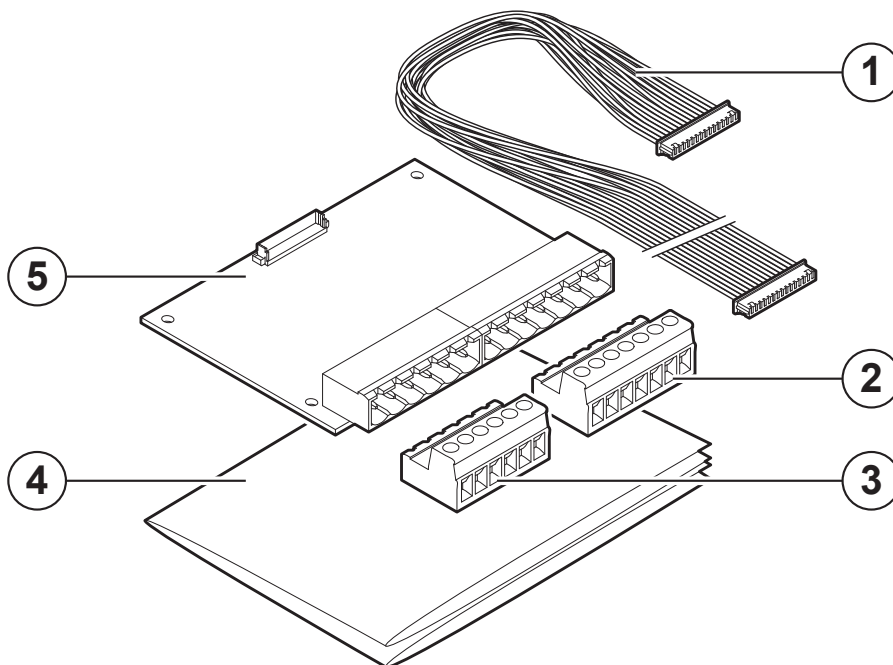
The in/out board is an interconnection module available as an accessory for the device.

With this accessory, you can manage an entire parking system: the in/out board handles four output signals and five input signals between the machine and other devices connected to it.

To assemble the in/out board, refer to the instruction sheet provided with the kit.

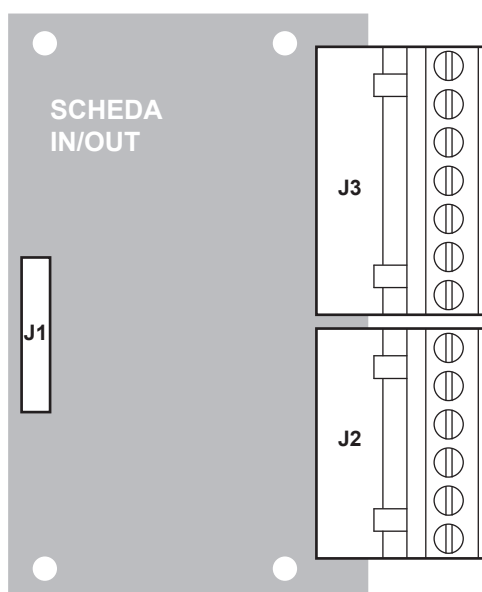
The kit includes (see figure):

1. Connection cable
2. Input clamp
3. Output clamp
4. Instruction sheet
5. In/out board



To set input/output signal and manage devices you must compile a script file with lines of code according to the instructions given in the commands manual (code 77200000003600).

The following tables lists the signals for the board connectors shown in figure:





## J2 OUTPUT CONNECTOR

1	VEXT_OUT
2	OUTPUT1
3	OUTPUT2
4	OUTPUT3
5	OUTPUT4
6	GND

## J3 INPUT CONNECTOR

1	VEXT_IN
2	INPUT1
3	INPUT2
4	INPUT3
5	INPUT4
6	INPUT5
7	GND

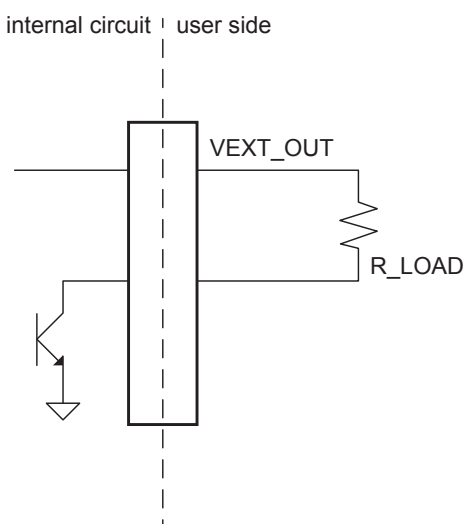
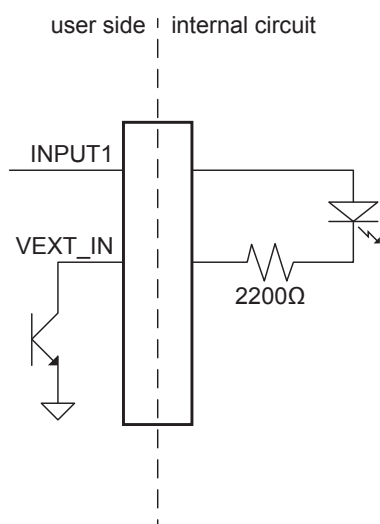
where :

VEXT\_IN min = 5 V  
VEXT\_IN max = 30 V

VEXT\_OUT min = 5 V  
VEXT\_OUT max = 35 V

I\_OUT max = 3 A

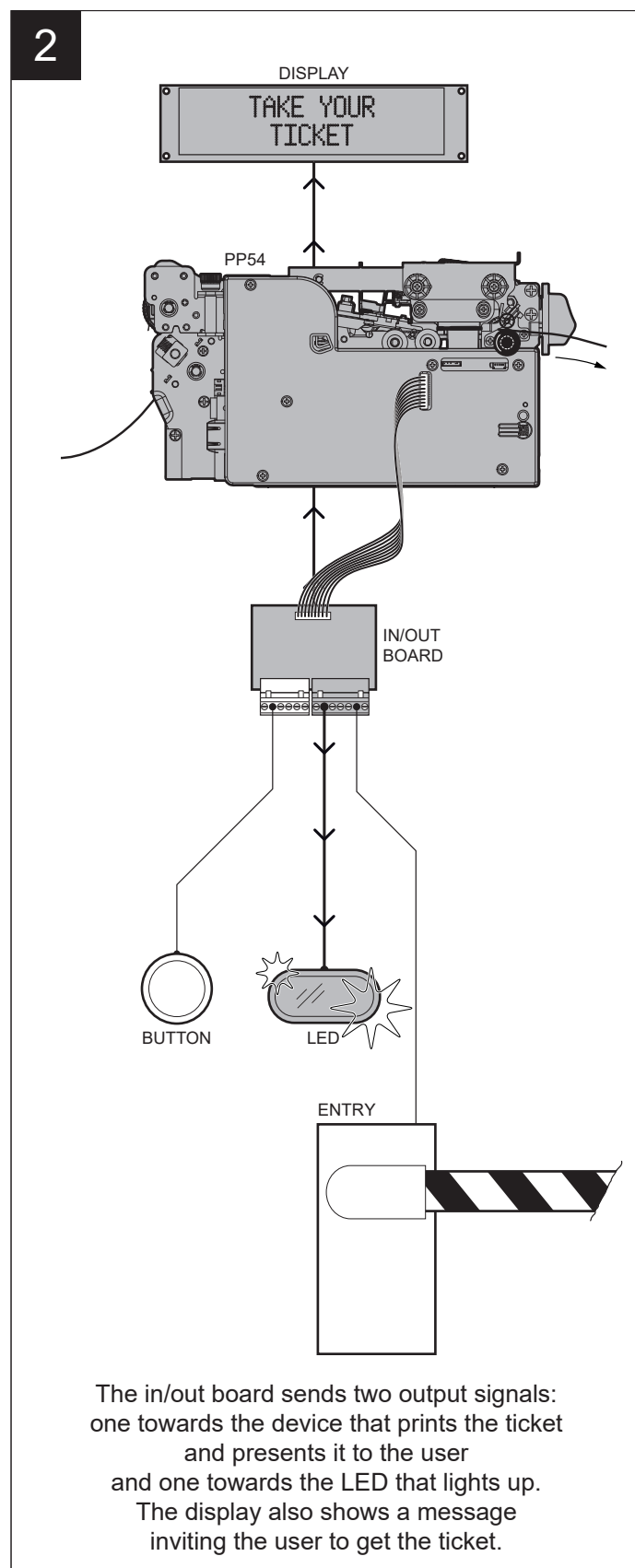
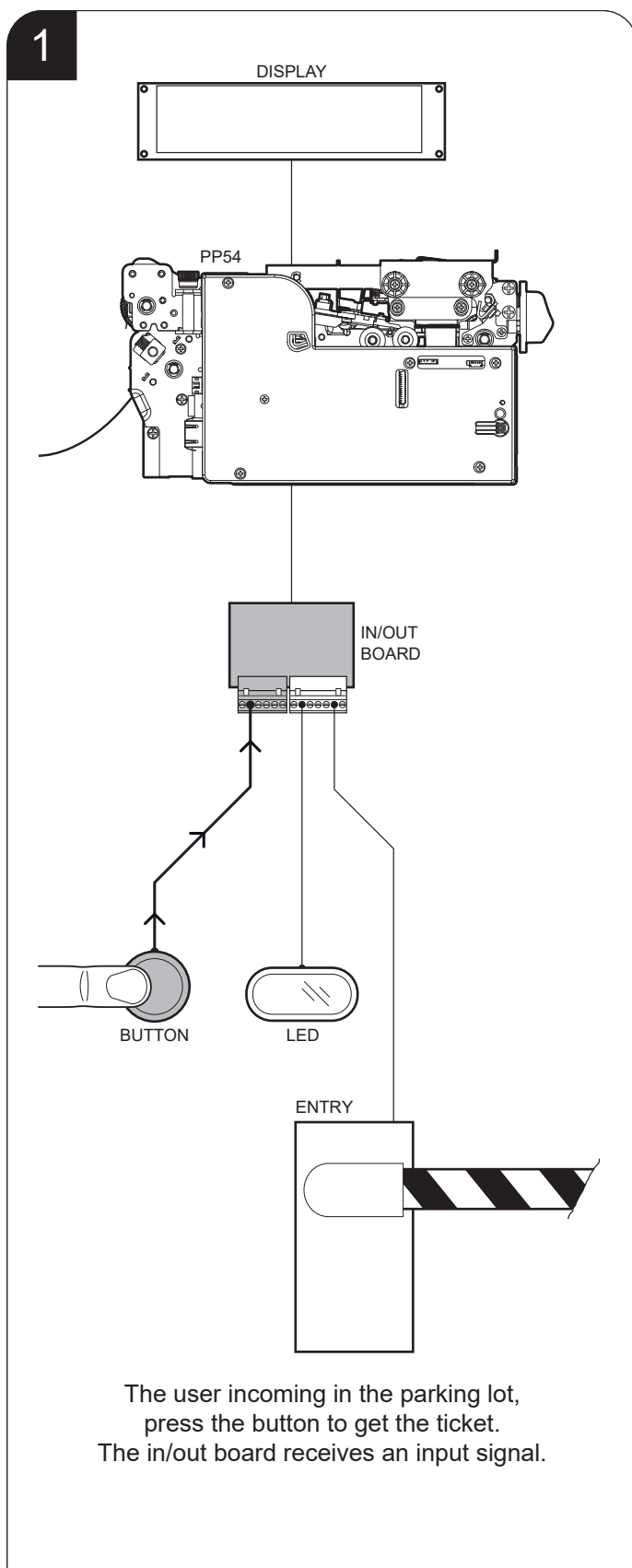
input/output signal type = NPN (see following figure)



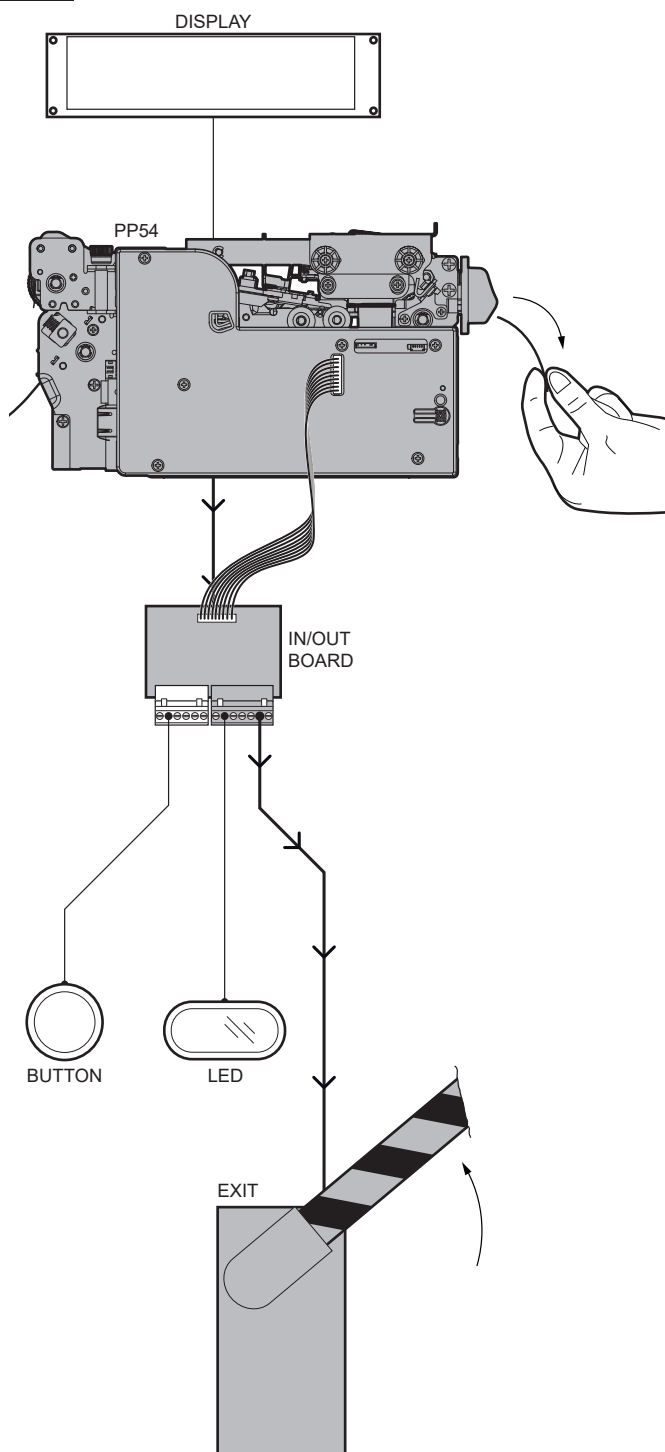
$$R\_LOAD \min = \frac{VEXT\_OUT}{I\_OUT \max}$$

$$R\_LOAD \text{ typ} = \frac{VEXT\_OUT}{0.1}$$

The following sequence shows how may work a simplified parking system managed with PP54 and the in/out board. The system also include the display kit available for device.  
To connect the IN/OUT card, refer to [paragraph 4.3](#).

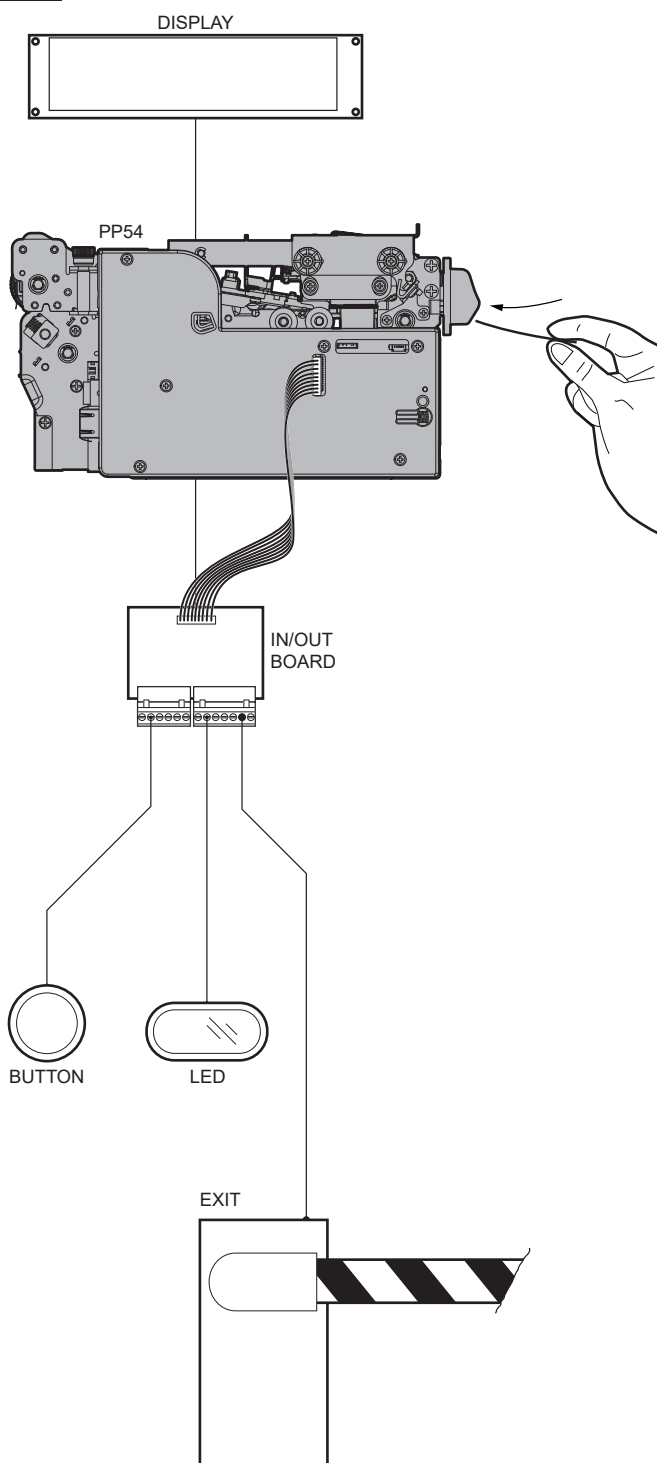


3



The user withdraws the ticket and the in/out board sends an output signal towards the bar that raises to allow entry.

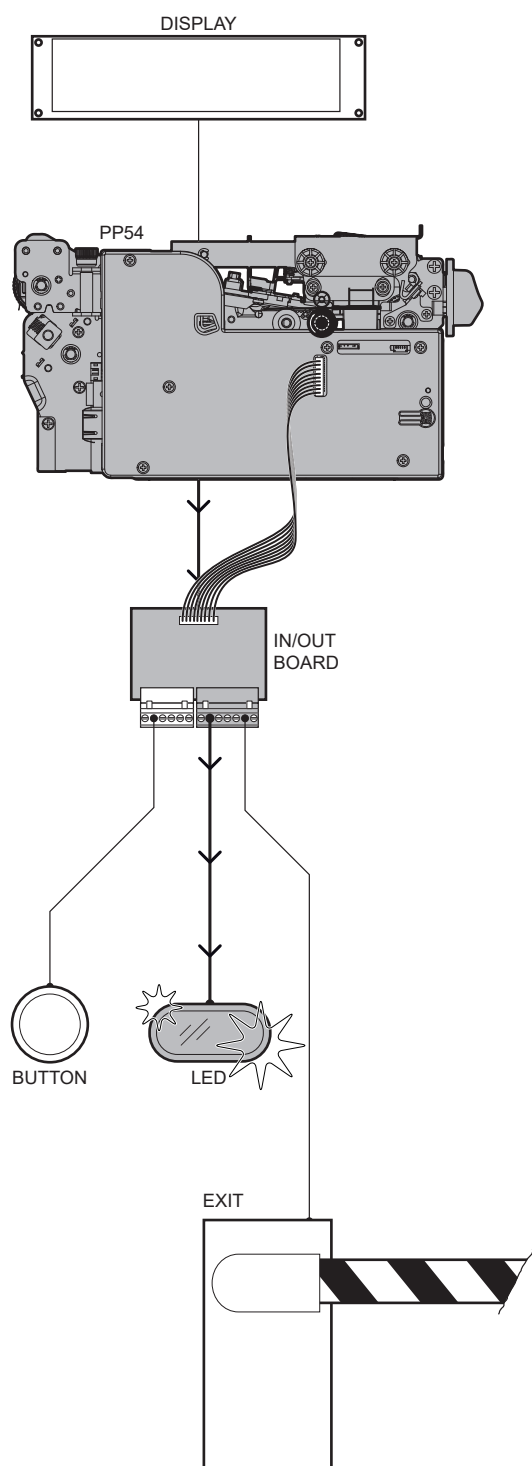
4



After the stand, the outgoing user insert into the device the ticket validated in the automatic cash after the payment of the amount due.

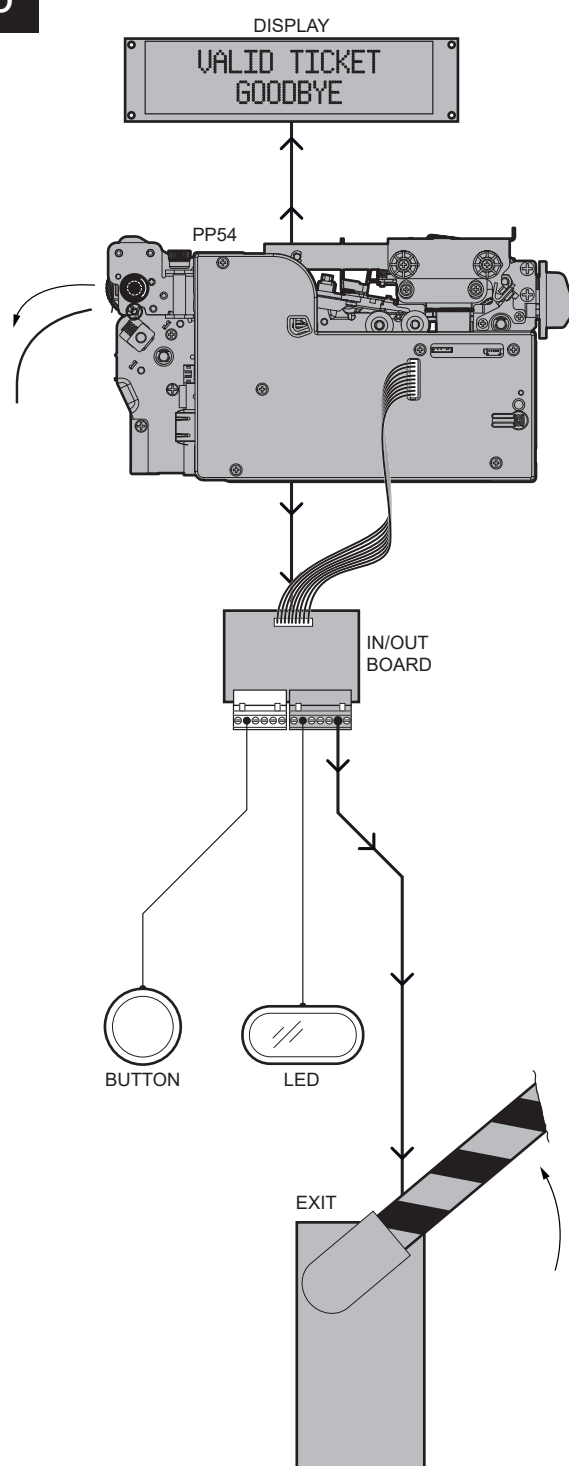


5



The barcode reader reads the ticket inserted and the in/out board sends an output signal towards the LED that lights up.

6



After checking the validity of the data printed, the device collects the ticket and the in/out board sends an output signal towards the bar that raises to allow exit. The display also shows a confirmation message.





# 11 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website [www.custom4u.it](http://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 3.4](#)). The firmware release number (SCODE) can be found:

- on the setup report (see [paragraph 6.1](#))
- connecting the device to a PC and starting the “PrinterSet” tool (see [paragraph 6.2](#))
- by consulting the “setup.ini” file (see [paragraph 6.3](#))



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