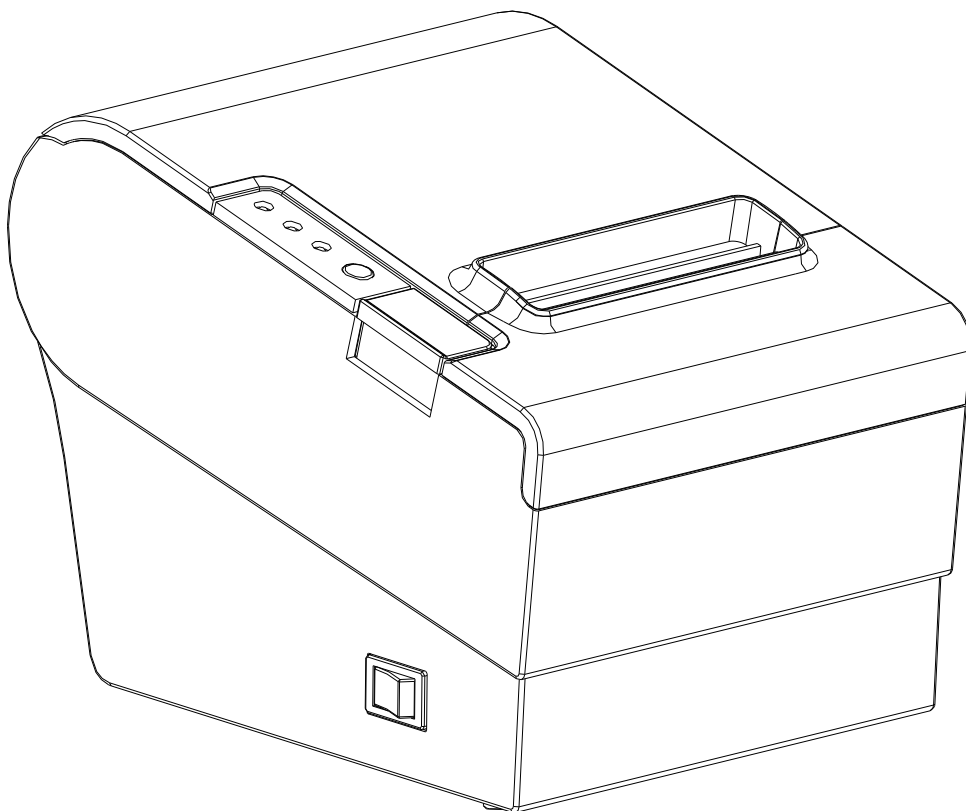


Thermal Receipt Printer Operating Manual

SGT-802
















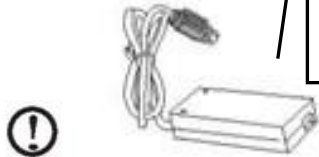


Use only approved consumables.

Any problems or faults caused by the use of similar products will void the warranty.

Safety Warning:

In order to operate our printer correctly and prevent any danger or damage, please be sure to follow instructions while operating our products:

| | |
|--|---|
|  <p>Warning</p> <p>Infringing the instructions below may cause severe injury or death.</p> | |
| <p>Do not simultaneously connect power plugs of different products on one power bar.</p> <ul style="list-style-type: none"> ● May cause heat or fire. Dangerous ● Once the power plug is stained with foreign body or water, please use it after cleaning. ● When the ports of power socket is loose, please don't plug in. ● Use standard products for multiple ports socket. <p>Forbiddance </p>  | <p>When detected suspicious smells, smokes or sound, please shut off the power at once and then take the following measures:</p> <ol style="list-style-type: none"> 1. Be sure to unplug the power from the socket. 2. Confirming no smoke and then get help from the purchase place for processing warranty. <p>Forbiddance </p>  |
| <p>Do not pull the power soft wire when unplugging.</p> <ul style="list-style-type: none"> ● Pulling may crack the soft wire and cause fire or faults. <p>Forbiddance </p>  | <p>Do not plug in or pull out plug with wet hands.</p> <ul style="list-style-type: none"> ● Danger of electric shock <p>Forbiddance </p>  |
| <p>Keep the drying agent out of the reach of children.</p> <ul style="list-style-type: none"> ● Children may be poisoned if intake the drying agent. <p>Forbiddance </p>  | <p>Keep the poly bag out of reach of children.</p> <ul style="list-style-type: none"> ● Children may be suffocated if misplaced the poly bag on their head. <p>Forbiddance </p>  |
| <p>Do not overly bend or place heavy load on the power soft wire as it may cause fire.</p> <p>Forbiddance </p>  | <p>Use only supplied products for adaptor.</p> <ul style="list-style-type: none"> ● It is dangerous to use other adaptors. <p>Use only supplied adaptors.</p>  |



Warning

Infringing the instructions below may cause severe injury or death.

Do not take apart, repair or transform the products.

- Use only approved accessories or it may cause damage. Please consult with the place of purchase.

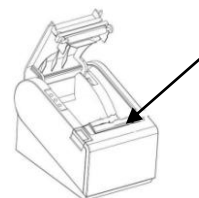
Forbiddance



Don't touch the thermal head with hand.

- That may cause burn or influence of printing quality.

Thermal head



Forbiddance

Do not let water or foreign object get inside the printer.

- If happens, switch off the printer, unplug the power and then contact the place of purchase.

Forbiddance



Place the product on a stable place

- Falling may make breakage and cause injury.

Forbiddance



Do not operate the printer when it breaks down, as it may cause fire or electric shock.

- Close switch power at once, unplug the power and then contact the place of purchase.

Notice

Electronic products such as printers are susceptible to static damage.

To avoid this kind of damage, please power off the printer before connecting or switching off behind cable. Once static damage happens, please contact the nearest maintenance center.

Product Introduction

SGT-802 printer is compatible with electronic instrument, such as ECR、POS、cash register、receipt bill、computer peripheral equipment etc.

Main Features of the Printer:

1. High Speed: 250mm/s.
2. Low noise thermal printing.
3. Support Parallel port, CENTRONIC, and Serial Port (RS_232) .
4. Data buffer built-in (Able to receive printer data while printing) .
5. Equip with circuit driving peripheral to control external device such as cash box.
6. Command support ESC/POS、select different printing density, i.e. adjust dial switch.
7. Support NV bitmap download and printing.

- SGT-802 features NV bitmap download Flash 64kb.

****Read the manual carefully before usage.**

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Chapter 1. Printer Setup and Operating

Contents in the Package

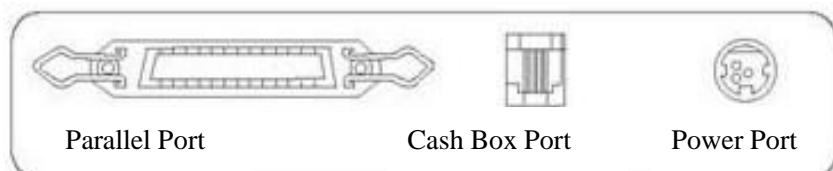
Check below items, Please contact the dealer for any breakdown or absent.

| | | |
|---|--|---|
|  SGT-802 |  Power Adaptor |  Power Cable |
|  Paper Roll |  CD |  Communication Cable |

Note: The packing style above is subject to change without notice. If you have any questions please contact your local dealer.

Connect Cable

SGT-802 printer comes with the USB cable in addition to the selected interface cable upon purchasing.



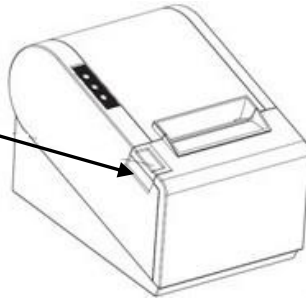
If connecting to ECR, POS or computer is preferred, please use the cable provided in printer or request it from the place of purchase.

Load and Replace Paper Roll

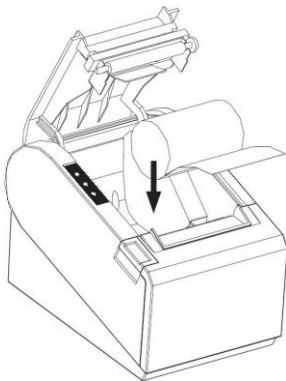
Press the Button to Open Paper Roll Cover

Remove the used paper roll to replace with a new roll

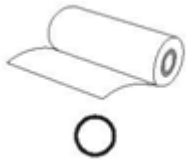
Press the Button



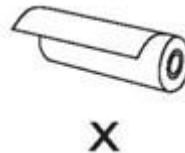
1. Load the paper roll as shown in the image below:



2. Make sure the paper roll is loaded in the correct direction.

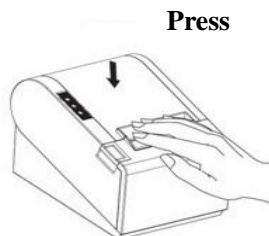


Correct Direction



Wrong Direction

3. Pull out the roll paper to the bottom front of the printer and then close the cover as shown in image below.



4. Tear off extra paper roll as showed in below image Use Auto-cutter or cutter point of machine



Paper Roll Recommendation

| Paper Roll Specification | Manufacturer |
|--------------------------|---------------------------------|
| HPK-110 | Hansol patech Co.,Ltd |
| AF50KS-E | JUJO Paper Co.,Ltd |
| TF-50KS-E | Nippon Paper Industries Co.,Ltd |
| PD-160R | New Oji Paper Mfg,Co.,Ltd |
| F380 | Kansaki Specialty Papers,Inc. |

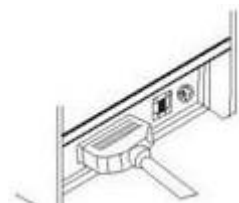
Improper paper roll may lead to critical fault on printer head and shortened the machine life span. Thus be sure to use the recommended paper roll. Any issue caused by using other branded paper roll will void the warranty, even during the warranty period.

Connect to Computer (PC-POS)

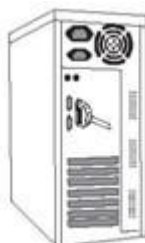
Connect to the provided cable as shown in the image below.

1 Connect the other end of parallel cable to printer port on the computer.

2 Connect the other end of parallel cable to the printer port of computer.



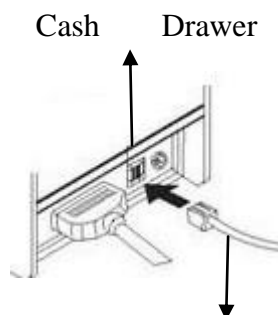
Connect to SGT-802



Connect to Computer

Connect to Cash Drawer

Connect cash drawer cable to cash drawer port which is behind the printer



Cash drawer cable connection.

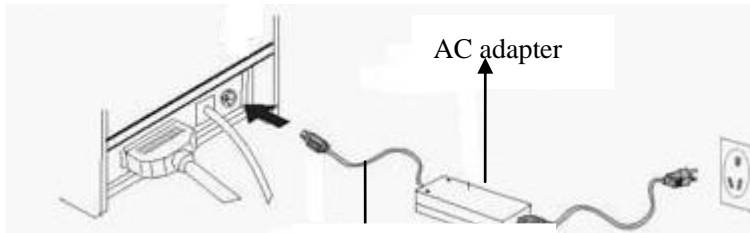
Use 12-24V/1A power supply cash drawer, which is also compatible with printer. The improper cash drawer will cause damage both to the cash drawer and the printer.

Do not connect cash drawer port to the telephone line. It may cause failure condition on telephone line and printer.

Connect to Power

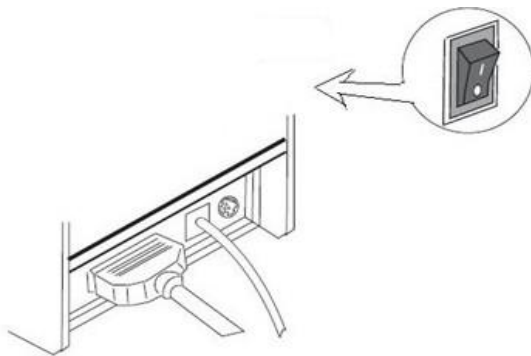
1. Make sure the power is unplugged and the printer is powered off before connecting the power cord.

2. Connect to power



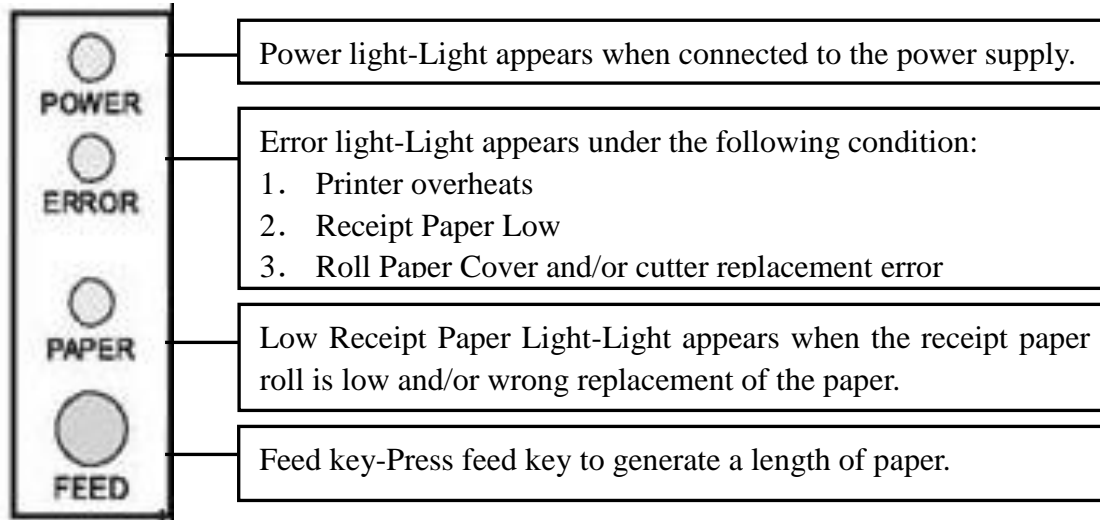
Power Cable

3. Turn on the power switch on the printer side to connect to the power supply.



Printer Control Panel

Control Board



Setting Printer Mode

SGT-802 printer is initially setup with default value. However, the default printer mode can be reconfigured to satisfy customer's needs through the DIP switch, which is located at the bottom of the printer.

The function of DIP switch setting as follows:

| Switch | Function | (on) | (off) |
|-------------------------------------|---|----------------------|------------------------|
| 1 | cutter | No cutter | With cutter |
| 2 | Buzzing prompt | Open buzzing prompt | Close buzzing prompt |
| 3 | Printing density | High density | Regular density |
| 4 | 24 bytes mode | No Chinese Character | With Chinese Character |
| 5 | Character per line | 42 | 48 |
| 6 | Select cash box | Open cash box | Close cash box |
| 7-8 | Transmission rate (apply for serial interface) (refer to below information) | | |
| Transmission rate (bps) -bytes/s | | SW-7 | SW-8 |
| 38400 | | ON | ON |
| 115200 | | OFF | ON |
| 9600 | | ON | OFF |
| 19200 | | OFF | OFF |

Chapter 2. Printer Management

Self-Checking Function

The Self-Checking Function allows the user to identify if the printer is operating normally. If the printer is detected with failure condition, please contact the distributor.

Self-Checking Process :

- Self-checking Procedure:
 1. Make sure the printer is powered off
 2. Press FEED button and switch on the power supply while the FEED button still pressed.
 3. The Self-Checking list should be printing the printer is brought to power.
- Self-Checking function printers out bytes, part of Chinese character set, command mode, interface type, local printer dial-up switch setting printer setting, ..., etc, sequentially.
- For the printer equip with auto-cutter, the auto-cutter spontaneously cuts the receipt paper immediately after finish printing.
- The printer automatically goes into data receipt mode after finish self-checking process.

Printer Maintenance

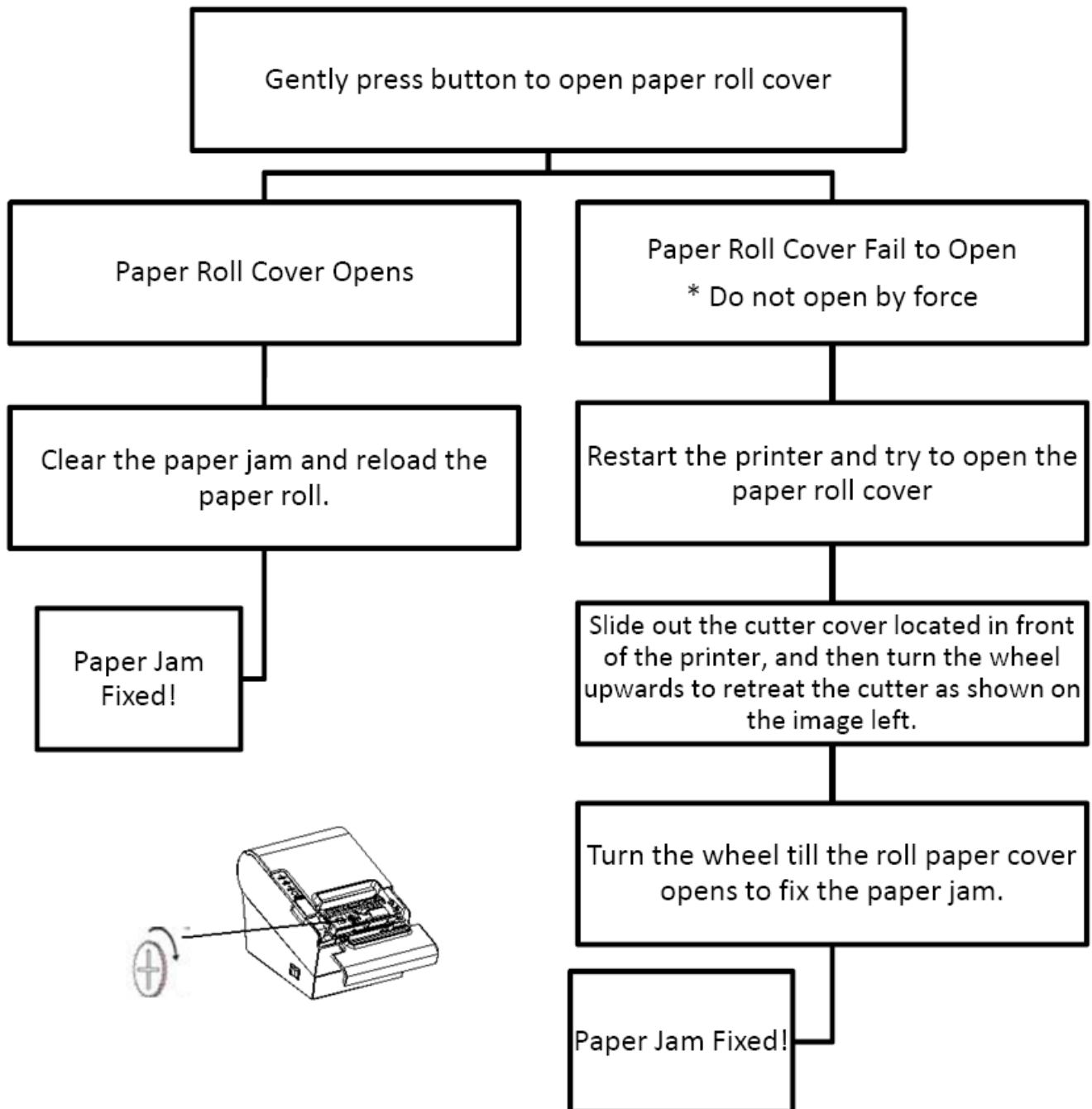
Maintaining the printer regularly is a necessary step to sustain the printer quality as the residual paper wool got collected through the thermal slice.

Maintaining the Printer with the following steps:

1. Open the paper roll cover and remove the receipt paper roll if necessary.
2. Use the alcohol swab to clean the thermal slice printer head
3. Slight damp a swab and gentle wipe through the roller and the paperchecking sensor
4. Reload the paper roll into the printer and closed the paper roll cover.

Fix Paper Jam

The error light appears and flashes with warning prompt when paper jam happens.



Chapter 3. Appendix and Product Specification

Specification

| | | |
|--|-----------------------|--|
| Printing Property | Printing Method | Thermal Line |
| | Resolution | 203X203dpi(8dots/mm) |
| | Paper Width | 79.5±0.5mm |
| | Printing Width | 72mm |
| | Printing Character | ASCII Font A: 12X24 ASCII Font A: 9X24 Character 12X24 |
| | Printer Density | 512dot/line or 576dot/line |
| | Printing Speed | 250mm/s |
| | NV bitmap Flash | 64kb |
| | Receipt Buffer | 8kb |
| Note: Printer speed changes as the as the combination of the data transmission speed and control command varies. | | |
| Power Adaptor | Input Voltage | AC 100~240V |
| | Rate | 50/60Hz |
| | Output Voltage | DC 24V, 2.5A |
| Environment | Operating Temperature | 0~45℃ |
| | Storage Temperature | -10~50℃ |
| | Operating Humidity | 10-80% |
| | Storage Humidity | 10-90% |
| Life Span | Thermal Mechanism | 15, 000, 000 lines 10×105 (~ 100km) |
| | Auto-cutter | 1, 000, 000cuts |
| | MCBF | 60, 000, 000 line |