



PRP-350

Kitchen Thermal Printer

Instruction Manual



Save the user manual for future reference.

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A. Important Safety Notification

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

WARNING:

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

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

Important Safety Notification

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

B. Product Overview



Features

- Front-Dispensing Printing
- Durable Housing Suitable for Kitchen Printing
- Print Speed: 250 mm/sec
- 80mm Large Paper Roll Capacity
- Print Job Audio Alert Notification
- 1D & 2D Barcode Printing Support
- Interface: Serial & Ethernet
- Auto Cutter & Easy Paper Jam Elimination
- Compatible with ESC/POS Command Sets
- Embedded Power Adapter for Space-Saving & Easy Maintenance
- Simple DIP switches configuration
(Character and columns per line, density)

Packing



**Printer Unit
(with Adapter)**



***Power Cord**



****Printer Cable**



Paper Roll



**Paper Roll
Holder**



Utility CD



Manual

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

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

Please refer to the nearest local representatives for further information.

Specification

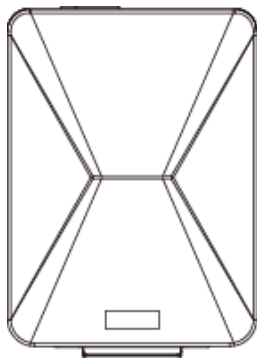
Model	PRP-350
General	
Print Method	Thermal line printing
Print Speed	250mm/sec
Print Life	150 Km
Print Font (ASCII)	ANK Font Font A: 12 x 24 dots Font B: 9 x 17 dots
Print Font (Graphic)	Chinese character: 24 x 24 dots
Print Resolution	576 dots/line or 512 dots/line
Print Font Character Support	International Font, Big 5 Chinese, GB Chinese, Japanese, Korean selectable
Character Per Line	48 (Font A) / 42(Font B)
Barcode Support	UPC-A, UPC-E, JAN-13/EAN-13, JAN-8/EAN-8, CODE 39, ITF, CODABAR, CODE 93, CODE 128, QR CODE
Effective Print Width	72mm
Paper Width	79.5mm± 0.5mm
Paper Thickness	0.06~0.08mm
Driver	Win 2000/ Win 2003/ Win XP/Win Vista/Win 7, Win 8, compatible with EPSON and SAMSUNG, OPOS Driver support

Print Command	Compatible with ESC/POS commands set
Auto Cutter	Partial
LED Indicator	3 and 2 Auxiliary Paper Indicator
Audio Indicator	83 dB , with print job notification
Paper End Detection	Yes
Over-Heat Halt-on Protection	Yes
Interface	
Serial	1 x DB-9 Serial Port
Ethernet	1 x RJ-45
Others	
Power Input	+24VDC/2.5A (with External Adapter 100~240VAC 50/60Hz), embedded in the body
Color	Black
Compliance	FCC / CE / WEEE / RoHS
Weight	1300 g (with power adapter)
Dimension (mm)	190.5 (L) x 140 (W) x 145.0 (H)
Operating Temperature	5°C~45°C
Operating Humidity	10% ~ 80% RH non-condensing
Storage Temperature	-10°C~ 50°C
Storage Humidity	10% ~ 90% RH non-condensing

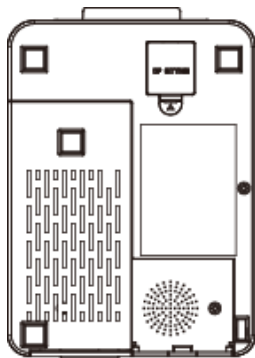
* All specifications are subject to change without prior notice.

Product Description

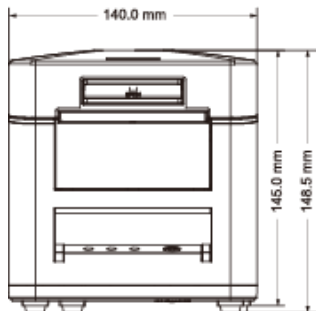
Product Overview



Top View



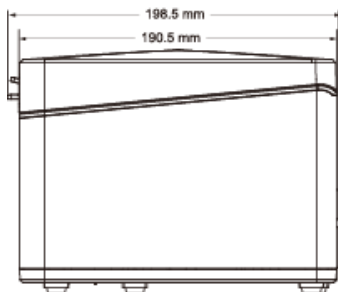
Bottom View



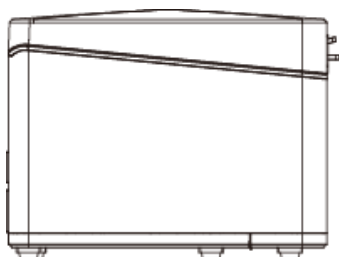
Front View



Rear View

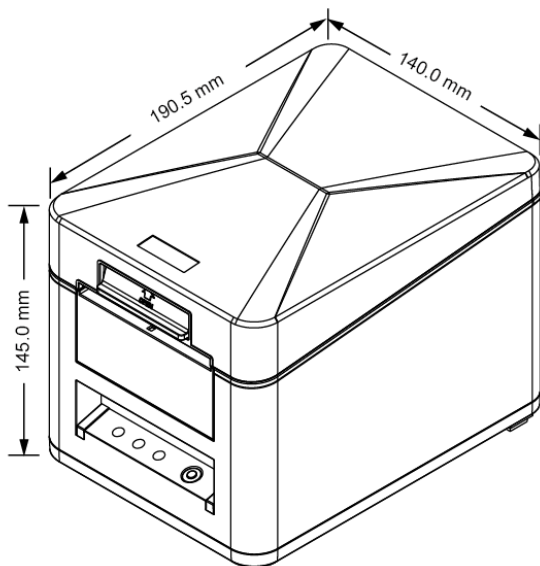


Right View

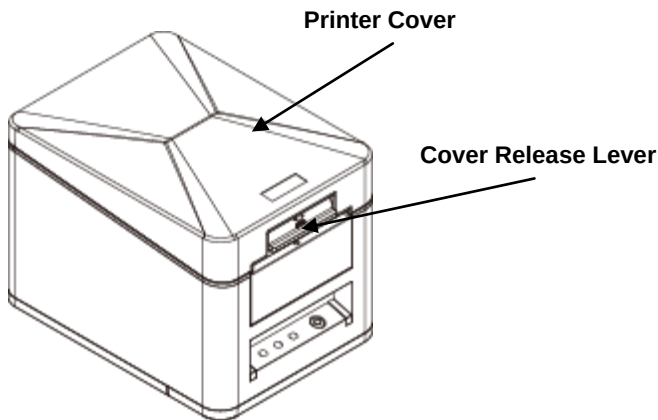


Left View

Dimensions



Control Buttons



Paper Feed Button:

This function is to advance the paper.

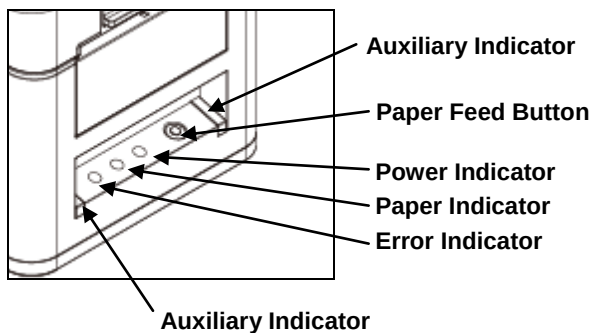
Press the key and the paper advances by a single line.

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

Cover Release Lever:

Press the lever upward to open the printer cover.

LED & Audio Indicators

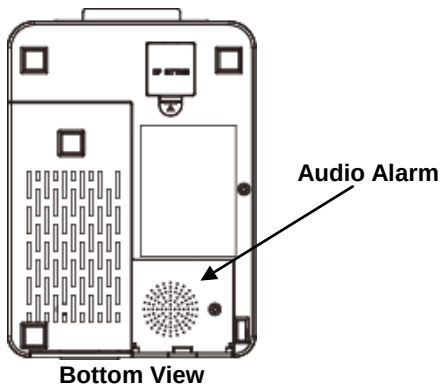


LED Indicator Status

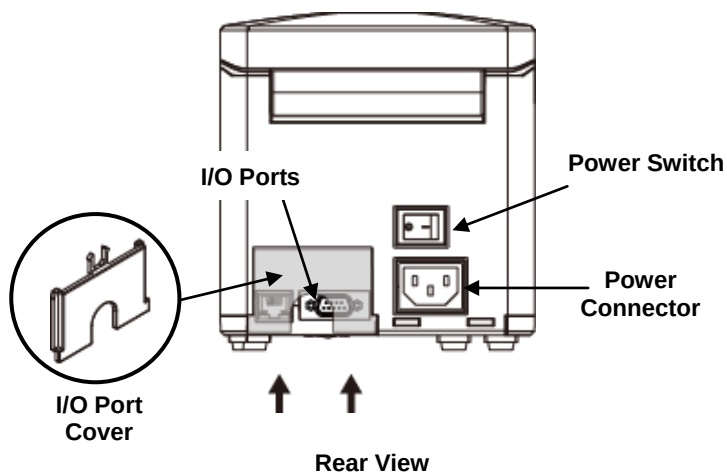
Indicator	Status	Description
Power		Power Off
		Power On
Paper		Out of paper * The Error Indicator is lit as well
Error		Error Status: (Out of paper, printer head over heat, or paper cutter error) Print Job Completed: Indicator keeps lighting until the printed paper is removed.
Auxiliary Indicators		The two Indicators keep blinking until the printed paper is removed.

ALARM (Audio Notification)

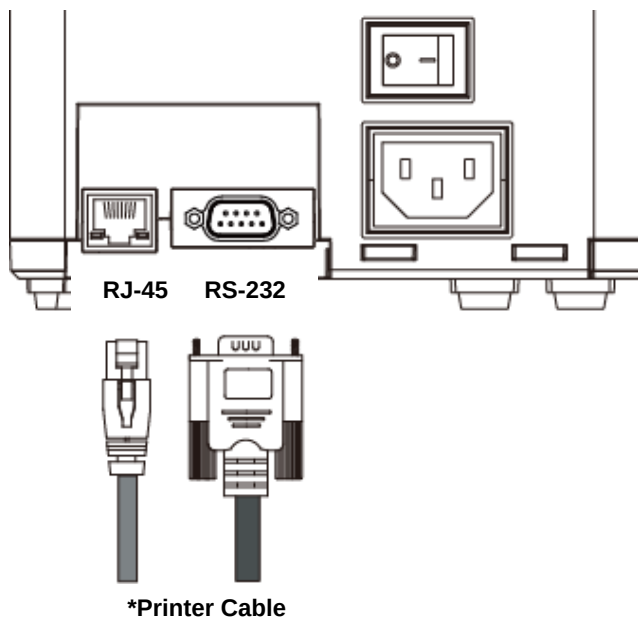
Indicator	Status	Description
ALARM	Beep	Error Status: The Alarm Beep when the printer is not functioning normally. Print Job Completed: Indicator keeps lighting until the printed paper is removed.



I/O Ports & Configuration DIP Switches



I/O Ports

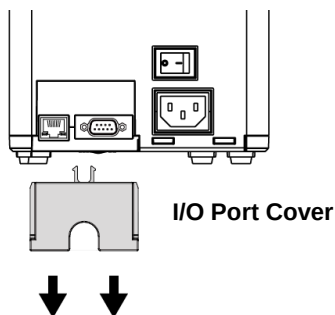


Note:

When plug the printer cable to the Printer, detach the I/O Port Cover beforehand so as to secure connectors easily.

Make sure the printer cable is properly secured.

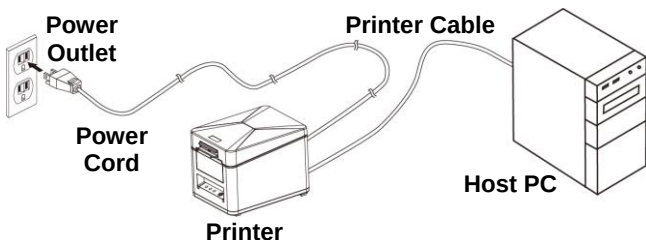
Arrange the printer cable and then re-install the I/O Port Cover to the printer.



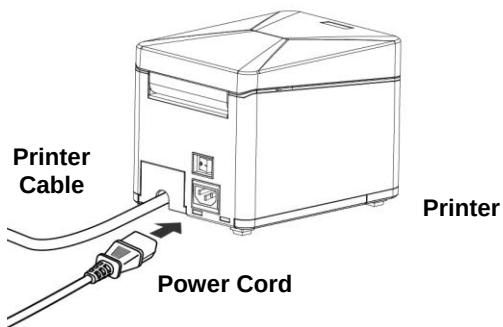
C. Printer Installation

1. Connecting Your Printer

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



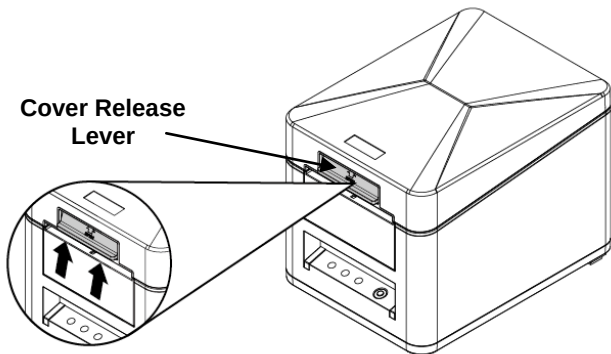
1. Place the printer on the designate location.
2. Remove the I/O Port Cover
3. Use the supplied Printer Cable (RS-232 or RJ-45) and connect to the Host PC.
4. Arrange the Printer Cable and re-install the I/O Port Cover.
5. Plug the Power Cord to the printer and then plug to the power outlet.
6. Make sure the paper roll is properly installed.
7. Turn on the printer.



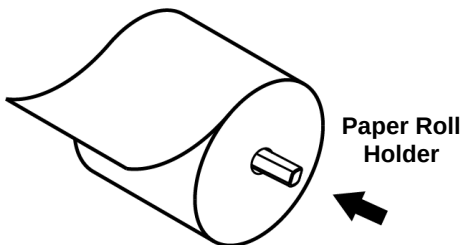
Connecting the Printer Cable and Power Cord

2. Install/Replace the Paper Roll

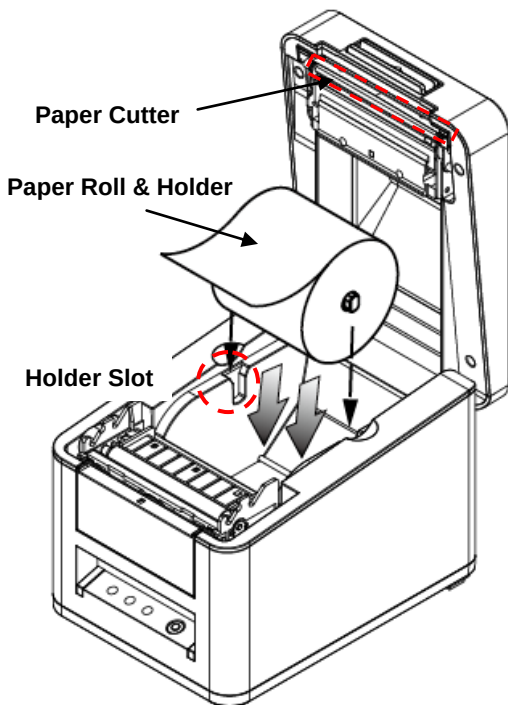
1. Pull the Cover Release Lever upward to open the Cover.



2. Pass the Paper Roll Holder through the Receipt Paper Roll.



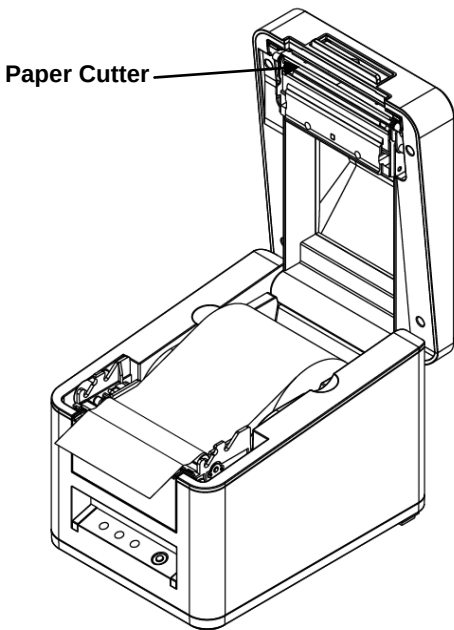
3. Roll out and install the Paper Roll with Holder into the Printer. (with the edges of the paper roll holder fitted onto the holder slots)



Warning: Paper Cutter

Beware of the Paper Cutter while installing or replacing the paper roll. The sharp edge of Paper Cutter may cause injury to operator.

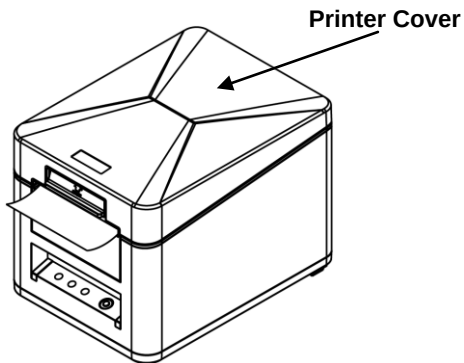
4. Pull out the paper and place the paper over the edge of printer.
(As image below illustrated).



Warning: Paper Cutter

Beware of the Paper Cutter while installing or replacing the paper roll. The sharp edge of Paper Cutter may cause injury to operator.

5. Keep holding and slowly replace the Print Cover; press it into position with care. Make sure the cover is firmly closed.



Warning: Paper Cutter

Beware of the Paper Cutter while installing or replacing the paper roll. The sharp edge of Paper Cutter may cause injury to operator.

3. Installing the Driver of the Printer

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

Place the supplied Utility CD into the CD-ROM drive.
Browse the CD and install the required software.



DOC



Linux



OPOS



Utility



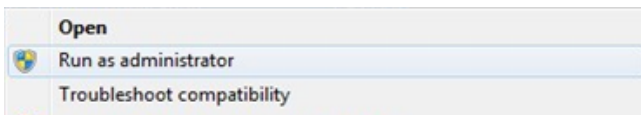
SetupPRP
PRP Windows Driver Setup Setup
Famotech Inc.

1. Double click the icon “SetupPRP.EXE” to initiate the installation.



Note:

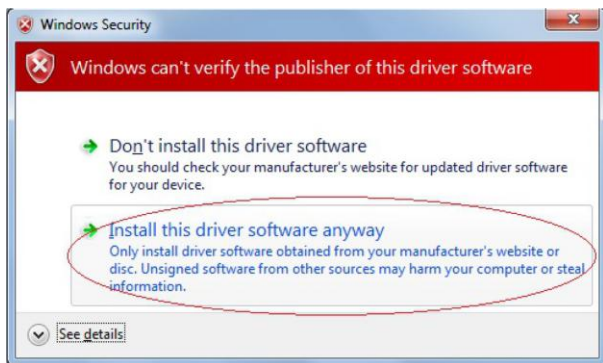
For Windows 7 / Vista and the later version,
Please Right-Click the icon and use
“Run as administrator” option while installing the
Driver.



2. Click “Install” to continue.



3. Select "Install this driver software anyway".



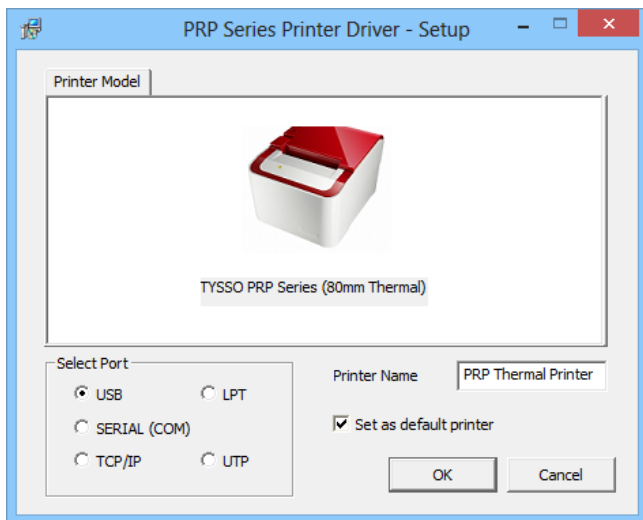
4. **Select the Printer Port.**

Enter printer name and select the port type for installation.

(Serial or TCP/IP).

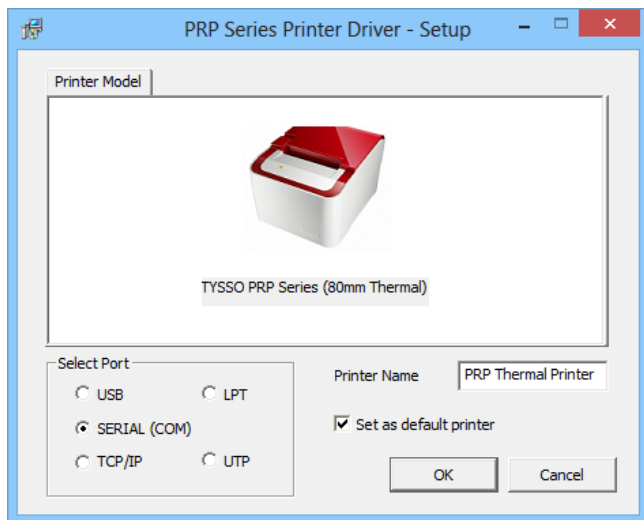
You can click the checkbox to set the printer as default printer.

Click “OK” to continue.

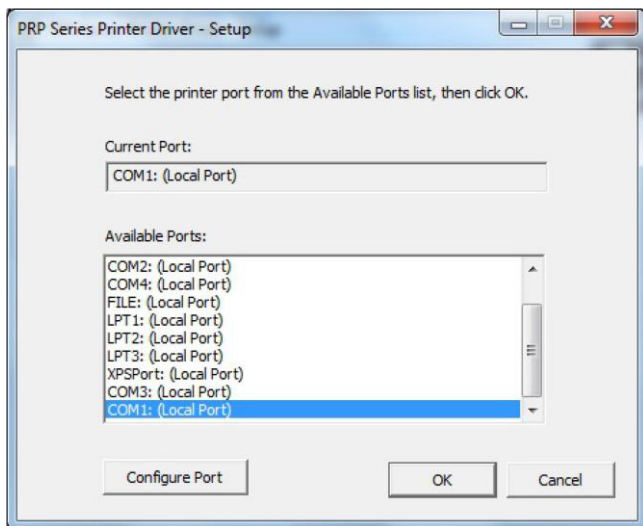


a. For Serial Interface

Select and configure the serial port for driver installation.



Select the COM port preferred and click “OK” to continue.

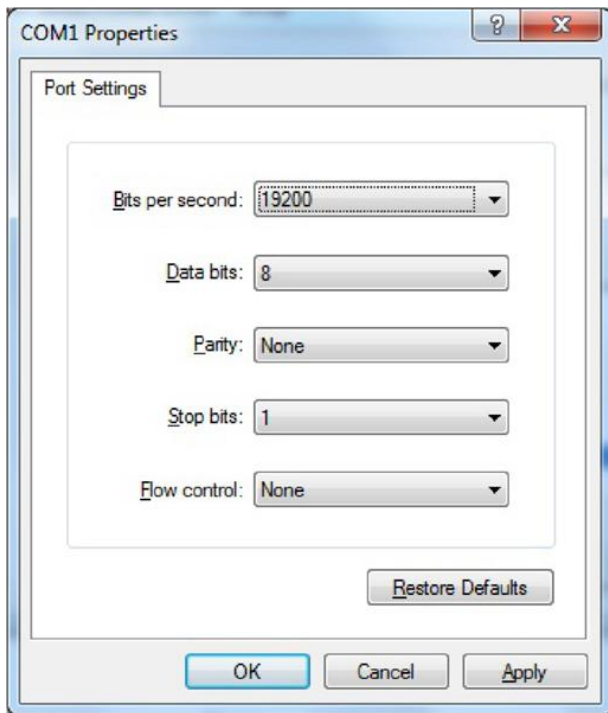


To configure the selected COM port, select the COM port and click “Configure Port” to continue (see next page).

- **Configure the Serial Port:**

Select the proper settings

(baud rates. Data bits, parity...etc.



- **Installation completed**

The driver is successfully installed.

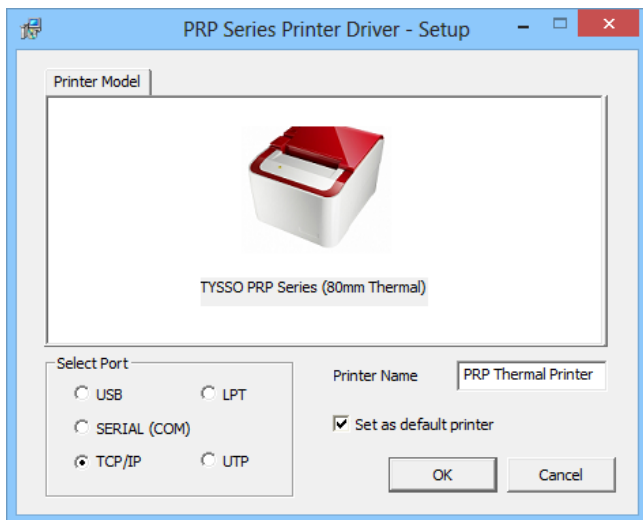
Click “Finish” to exit the menu.



b. For Ethernet (TCP/IP) Interface:

Select and assign a TCP/IP port for your printer.

Click “OK” to continue.



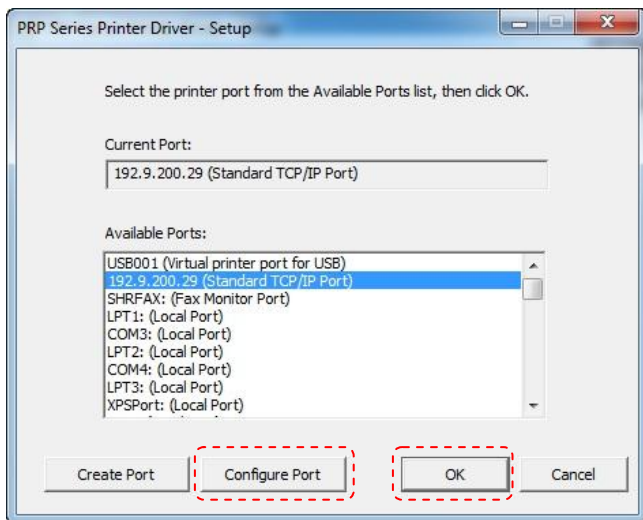
Note:

Printing on the TCP/IP Port is only possible if both IP Address (Printer and Computer) belongs to the same class.

- **Select IP Address**

Move the cursor to the Available Port (IP address).

Click “OK” to continue.

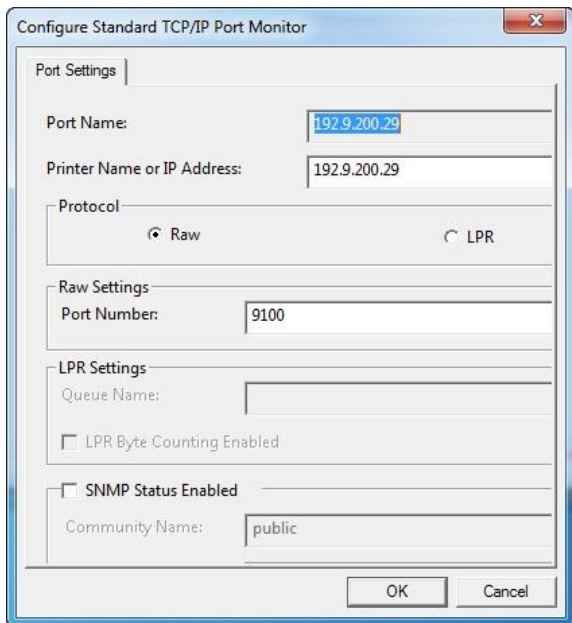


Note:

User can configure the selected IP port or create a new IP address manually.

Configure The TCP/IP Port:

Configure port (If required) by clicking “Configure Port” button and apply settings.



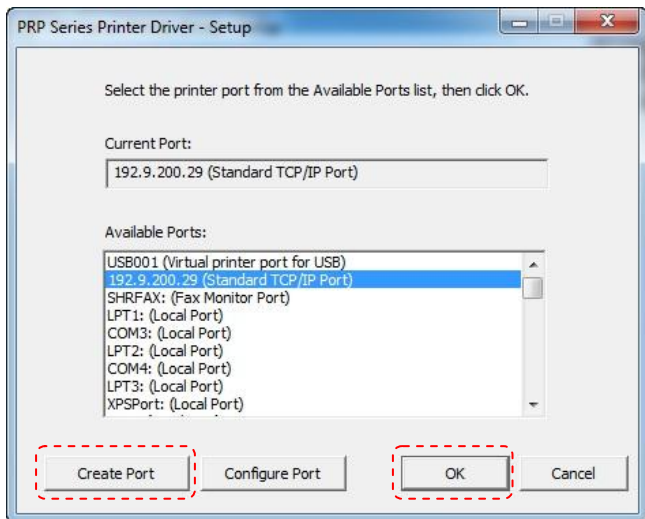
The image shows a Windows-style dialog box titled "Configure Standard TCP/IP Port Monitor". It contains several sections for configuring a port monitor:

- Port Settings**:
 - Port Name:** A text field containing "192.9.200.29".
 - Printer Name or IP Address:** A text field containing "192.9.200.29".
 - Protocol:** Two radio buttons are present: "Raw" (which is selected) and "LPR".
- Raw Settings**:
 - Port Number:** A text field containing "9100".
- LPR Settings**:
 - Queue Name:** An empty text field.
 - ☐ **LPR Byte Counting Enabled**
 - ☐ **SNMP Status Enabled**
 - Community Name:** A text field containing "public".

At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

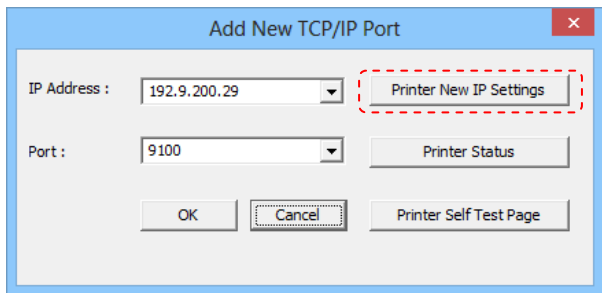
To Create a New TCP/IP Port:

If TCP/IP port doesn't exist in the list, click "Create Port" button for further installation.



Add New TCP/IP Port:

IP Addresses of all the Printers that are attached over the network are shown in “Add New TCP/IP Port” dialog.



IP Address:

The present IP address setting of the printer. Select a correct IP address for the printer.

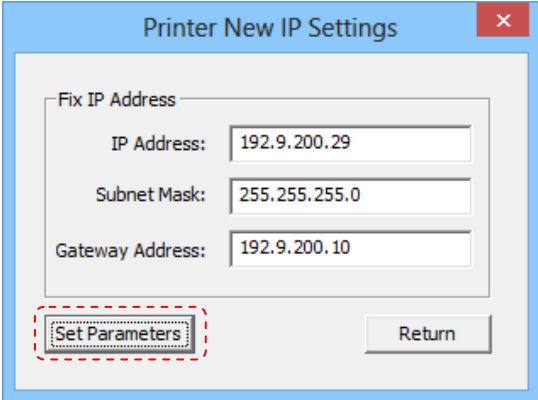
Printer Self Test Page:

User can click “Printer Self Test Page” button to print out the test page.

Set Parameters:

Click “Printer New IP Settings” button to configure the Printer parameters settings (see next page).

Printer New IP Settings:



Printer New IP Settings

Fix IP Address

IP Address: 192.9.200.29

Subnet Mask: 255.255.255.0

Gateway Address: 192.9.200.10

Set Parameters

Return

User can enter the New IP address, Subnet Mask, and Gateway Address manually.

Click “Set Parameters” button to confirm the new parameters of Printer.

Note: Reboot the Printer

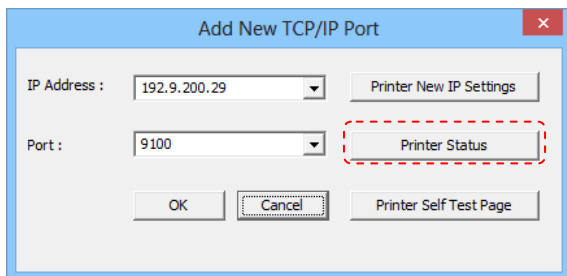
The printer will reboot automatically and return to the previous menu after the new parameters are confirmed.

Cancel:

User can click “Return” button to cancel the new IP settings and return to the previous menu.

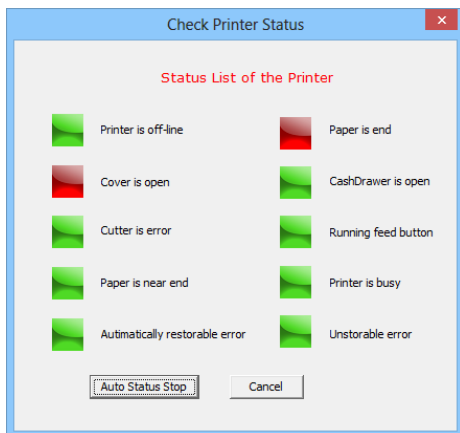
Printer Status:

Click “Printer Status” to examine the printer.



Check the status list and resolving the red-mark items.

Click “Cancel” to return



- **Installation completed**

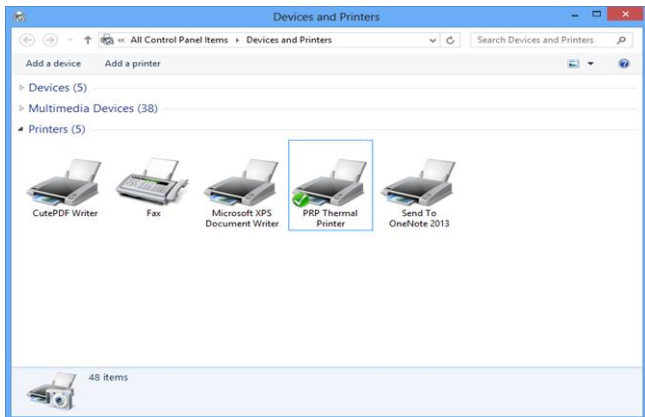
The driver is successfully installed.

Click “Finish” to exit the menu.



c. Examine the Printer

Now user can access to the “Devices and Printers” and examine the new printer.



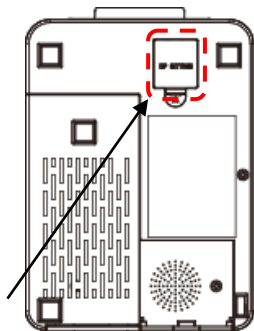
D. Appendix

1. DIP Switch Configuration

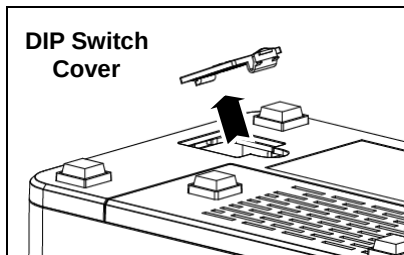
To change the settings of the printer manually:

1. Turn off the printer.
2. Remove the DIP Switch Cover.
3. Adjust the DIP switches to configure the printer.
4. Re-install the DIP Switch Cover.

DIP Switch Cover



Bottom View



Pull to remove the DIP Switch Cover

DIP Switch Settings



DIP	Function	ON	OFF
1	Paper Cutter	No	Yes
2	Audio Alarm	Yes	No
3	Print Density	Dark	Light
4	Two-Byte Character Code	No	Yes
5	Character Per Line	42	48
6	Printed Paper Detection	No	Yes
7 & 8	Baud Rate Setting	---	----

Baud Rate Setting (DIP 7, DIP 8)



19200



9600



115200



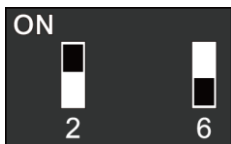
38400

* Baud Rate Setting is only functional for Serial (RS-232) connection.

Printed Paper Detection (DIP 2, DIP 6)

The Printed Paper Detection, audio beep sound and LED notification when printed paper is not taken, is functioning when **Printer Alarm** is activated (**DIP 2 ON**).

If the **Printer Alarm** is **Turn OFF (DIP 2 OFF)**, it will turn off all audio alarm and the Printed Paper Detection is not functioning



Printer Alarm (ON)

Printed Paper Detection (ON)



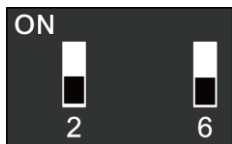
Printer Alarm (ON)

Printed Paper Detection (OFF)



Printer Alarm (OFF)

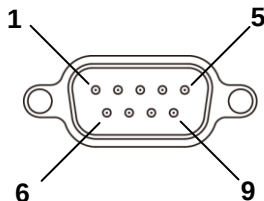
Printed Paper Detection (OFF)



Printer Alarm (OFF)

Printed Paper Detection (OFF)
(Not functioning)

2. RS-232 Pin Assignment



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

3. Ethernet Pin Assignment

Pin	Signal	Transmit Direction	Description
1	TXP	Input/output	Transmit data+
2	TXN	Input/output	Transmit data+
3	RXP	Input/output	Receive data+
4	----	---	
5	----	----	
6	RXN	Input/output	Receive data-
7	----	----	
8	----	----	

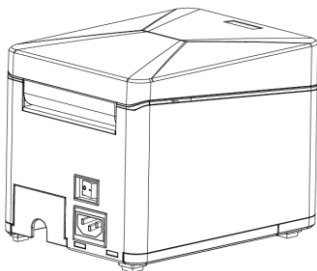
4. Power Adaptor Replacement

In general, the embedded power adaptor is pre-installed in the printer unit for use.

To remove the power adaptor:

1. Turn off the power of the printer.
2. Disconnect the power cord.
If necessary, disconnect the printer cable.
3. Open the printer cover and remove the paper roll.
Store the paper roll to a secure location.

Place the printer on a flat, clean and stable location (desk, table...etc.).



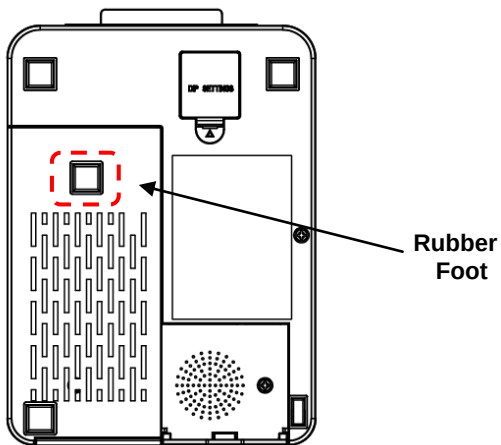
Note:

To prevent injuries to the printer, carefully turn over the printer and put on a flat, clean and stable surface with additional cushioned material (for example: blanket).

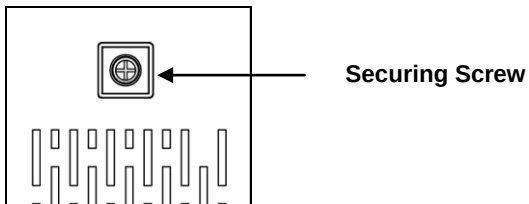
Remove the Cover of Power Adaptor

To remove the cover of the power adaptor:

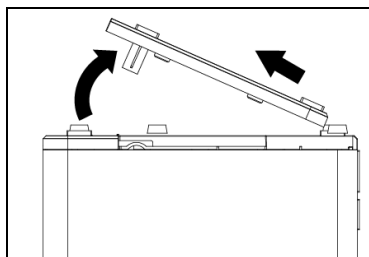
1. Carefully remove the rubber foot of the printer.



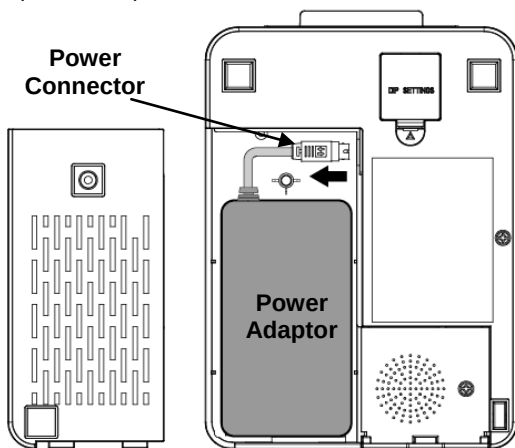
2. Remove the securing screw



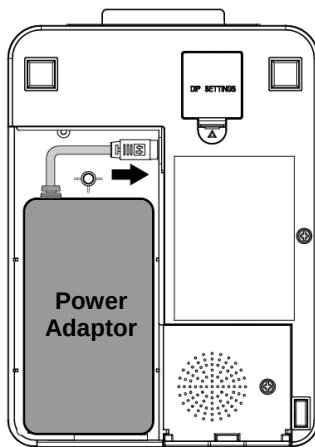
3. Pull up to remove the cover



4. There is a power adaptor with connector onto the Printer. Unplug the power connector and remove the power adaptor.



5. Replace a new power adaptor and connect the power connector to the printer.



6. Re-install the Power Adaptor Cover back to the printer and fasten the securing screw.
Re-install the rubber foot onto the cover.
7. Re-connect the printer to the printer and plug the power cord.

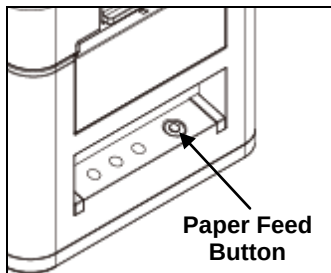
Now the printer with new adaptor is ready for use.

5. Self Test

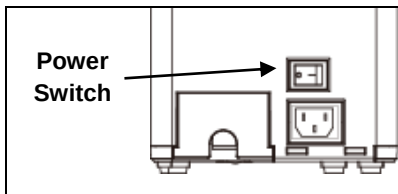
This function allows user to perform self-test and print out the settings of the printer unit:

1. Turn off the printer.
2. Press and hold the Paper Feed Button.
3. Turn on the Power Switch of the printer.
4. As the LED indicator blinks, release the Paper Feed Button.

The printer starts printing out the self-test data.



Front



Rear

6. Code Page Setup

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

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



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



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



● Code Page Setup Utility

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

Note: Before Setup

It may need to re-configure the printer prior to the codepage setup (e.g.: DIP switch).

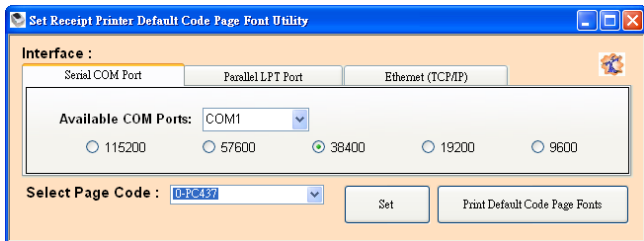
It's recommended to consult the technical personnel relating to the information about the code page and application.

■ Interface

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

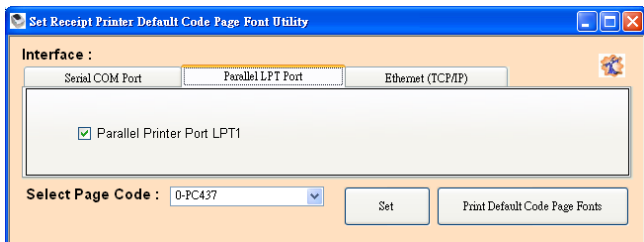
For Serial COM Port:

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



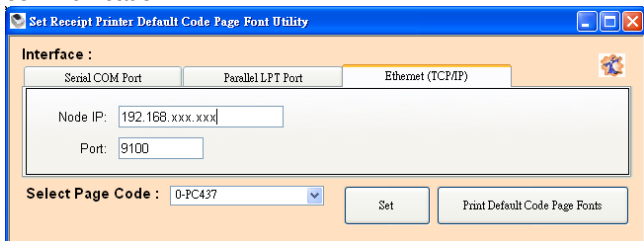
For Parallel LPT Port:

Select LPT1 as the printer port to establish communication.



For Ethernet (TCP/IP):

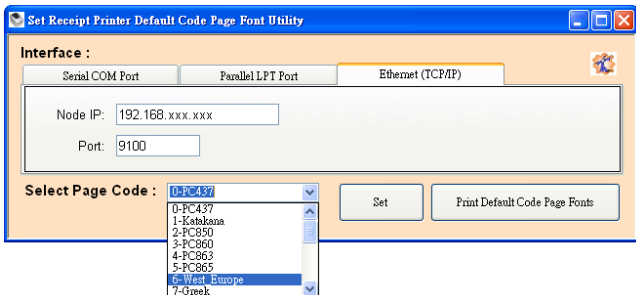
Enter the IP address of the printer to establish the communication.



■ Select Page Code

To select the codepage desired:

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



4. Re-initiate the Printer:

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

