

TOSHIBA

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TOSHIBA TEC EUROPE Retail Information Systems

Owner's Manual

TRST-A10

Version 1.2

.....



**Der schnellste Bondruck...
... hat jetzt 2 Seiten**

TOSHIBA

CE Compliance (for EU only)

This product complies with the requirements of EMC and low Voltage Directives including their amendments.

WARNING

This is a Class A product. In domestic environment this product may cause radio interference in which user may be required to take adequate measures.

ATTENTION

Ce produit est de classe A. Dans un environnement domestique, il peut causer des interférences radio.

Auquel cas, l'utilisateur sera amené à prendre les mesures adéquates.

Warnung

Dies ist ein Klasse A Produkt. In einer örtlichen Umgebung kann dieses Gerät Funkstörungen verursachen.

Atención

Este es un producto de la clase A. En ambientes domésticos éste producto puede causar radio interferencias en cuyo caso el usuario deberá tomar las medidas oportunas.

VERWITTIGING

Dit is een klasse A produkt. Het gebruik hiervan kan radio interferenties veroorzaken die de gebruiker ertoe kunnen dwingen sommige maatregelen te moeten treffen.

Schallemission: unter 70dB(A) nach DIN 45635 (ISO7779)

FCC Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at this own expense.

Changes or modifications not expressly approved by manufacture for compliance could void the user's authority to operate the equipment.

< For EU only >

Important Information to the User

In order to ensure compliance with the Product Safety, FCC and CE marking requirements, you must use the power supply, power cord, and interface cable which were shipped with this product or which meet the following parameters:

Power Supply

Power supply should be certified according to UL/EN/IEC60950, Class 1 power supply with SELV (Secondary Extra Low Voltage), non-energy hazard output, limited power source, input rated 100-240 Vac, 1.5/0.8 A, 50/60 Hz, output rated 24 Vdc, 3.15A

Use of this product with a power supply other than the Toshiba TEC power supply will require you to test this power supply and Toshiba TEC printer for FCC and CE mark certification.

Interface Cable

A shielded (360 degree) interface cable must be used with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at EACH end of the cable.

Use of a cable other than described here will require that you test this cable with the Toshiba TEC printer and your system for FCC and CE mark certification.

Power Cord

A UL listed, detachable power cord must be used for this product. For applications where the power supply module may be mounted on the floor, a power cord with Type SJT marking must be used. For applications outside the US, power cords which meet the particular country's certification and application requirements should be used.

Use of a power cord other than described here may result in a violation of safety certifications which are in force in the country of use.

The socket-outlet shall be installed near the equipment and shall be easily accessible.

Wichtige Benutzerinformationen:

Um die Produktsicherheit und die FCC und CE-Markierungsanforderungen bei der Benutzung des Druckers sicherzustellen, müssen entweder das mitgelieferte Netzgerät, Netzanschlußkabel und Verbindungskabel verwendet werden oder folgende Anforderungen müssen erfüllt sein:

Netzgerät:

Das Netzgerät muß ein UL verzeichnetes (QQGQ) Netzgerät der Klasse 1 mit SELV (Sekundärextraniederspannung), Nichtenergie Gefahrenausgang, begrenzter Energiequelle, einer Aufnahmeleistung von 100-240 VAC, 1.5/0.8 A und 50/60 Hz, und einer Leistungsabgabe von 24 VDC, 3.15 A.c sein.

Die Benutzung des Produktes mit einem Netzgerät, daß nicht von Toshiba TEC mitgeliefert wurde erfordert das Testen des Netzgerätes mit dem Toshiba TEC Drucker auf FCC und CE-Markierungs Befolgung.

Verbindungskabel:

Bei der Benutzung dieses Produkts muß ein abgeschirmtes (360 Grad) Verbindungskabel benutzt werden. Die Abschirmleitung muß entweder mit dem Rahmens des Gerätes oder der Erde verbunden sein oder alternativ müssen alle Enden des Kabels geerdet werden.

Falls das Verbindungskabel nicht in der hier beschriebenen Art benutzt wird, müssen das Kabel und der Toshiba TEC Drucker auf die FCC und CE-Markierungs Befolgung überprüft werden.

Netzanschlußkabel:

Für dieses Produkt muß ein in UL aufgelistete, abnehmbares Netzanschlußkabel benutzt werden. Falls das Netzgerät fest auf dem Boden montiert ist, muß ein Netzanschlußkabel mit der SJT Markierung benutzt werden. Für Anwendungen außerhalb der USA, sollte ein Netzanschlußkabel benutzt werden, daß der Zertifizierung und Bestimmung des jeweiligen Landes entspricht.

Das Abweichen der hier beschriebenen Benutzungsanleitung des Netzanschlußkabels kann gegen die gesetzlichen Sicherheitsbestimmungen des jeweiligen Landes verstoßen.

Federal Communications Commission (FCC) Radio Frequency Interference Statement

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Communication Cables

Shielded communication cables must be used with this unit to ensure compliance with the Class A FCC limits.

Information to User

This equipment must be installed and used in strict accordance with the manufacturer's instructions. However, there is no guarantee that interference to radio communications will not occur in a particular commercial installation. If this equipment does cause interference, which can be determined by turning the equipment off and on, the user is encouraged to contact Toshiba TEC immediately.

The Toshiba TEC company is not responsible for any radio or television interference caused by unauthorized modification of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Toshiba TEC. The correction of interferences caused by such unauthorized modification, substitution or attachment will be the responsibility of the user.

Bundeskommunikationen Kommission (FCC) Hochfrequenz-Störungs Richtlinie.

Warnung: Änderungen oder Änderungen an der Maßeinheit, die nicht ausdrücklich von der Seite, die für die Befolgung verantwortlich ist, genehmigt ist, können zum Entzug der Benutzungsberechtigung dieses Gerätes führen.

Anmerkung: Dieses Gerät wurde getestet und entspricht der zulässigen Richtlinien eines digitalen Gerätes der Klasse A, gemäß Abschnitt 15 in den FCC Richtlinien. Diese Richtlinien sind dazu da, einen angemessenen Schutz gegen schädliche Störung bei der kommerziellen Nutzung dieses Gerätes zu gewährleisten. Dieses Gerät erzeugt und benutzt Hochfrequenzenergie und kann Hochfrequenzenergie ausstrahlen. Wenn die Installation und Benutzung dieses Gerätes nicht wie im Benutzer Handbuch beschrieben ist, durchgeführt wird, kann eine schädliche Störung von Funkverbindungen verursacht werden. Der Betrieb dieses Gerät in einem Wohngebiet kann schädliche Störung verursachen die auf Kosten des Benutzers behoben werden müssen.

Kommunikationskabel:

Dieses Gerät muß in Übereinstimmung mit Kategorie A FCC Richtlinien mit einem abgeschirmten Kabel betrieben werden.

Benutzerinformationen:

Dieses Gerät muß wie in der Hersteller Anweisungen beschrieben installiert und benutzt werden. Jedoch gibt es keine Garantie dafür, daß Funkstörung nicht in bestimmten kommerziellen Installation auftritt. Für den Fall, daß das Gerät Funkstörungen verursacht, was durch das An und Abschalten des Gerätes festgestellt werden kann, wird der Benutzer aufgefordert sofort mit Toshiba TEC Kontakt aufzunehmen.

Toshiba TEC ist nicht für Radio- oder Fernsehstörung verantwortlich, die durch unautorisierte Änderung der Ausrüstung oder den Ersatz der anschließenden Kabel oder durch Anschluß von Geräten hervorgerufen wird, die nicht ausdrücklich von Toshiba TEC genehmigt wurden sind. Die Korrektur von Störungen, die durch solche unautorisierte Änderung, Ersatz oder Zubehör verursacht werden, liegt in der Verantwortlichkeit des Benutzers.

TABLE OF CONTENTS

TABLE OF CONTENTS	Page
1. PRODUCT OVERVIEW.....	9
1.1 Introduction.....	9
1.2 Features.....	9
1.3 Applicable Model.....	9
2. SPECIFICATIONS.....	10
2.1 Printer.....	10
2.2 Receipt Roll.....	11
3. APPEARANCE.....	12
3.1 Front/Rear View.....	12
3.2 LED and Feed Button.....	12
3.3 Connectors.....	14
4. SET UP PROCEDURE.....	15
4.1 Requirements for Operation.....	15
4.2 Setting up the Printer.....	18
5. INSTALLATION PROCEDURE.....	19
5.1 Connecting the Power Cord and Interface Cable.....	20
5.2 Connecting the Drawer.....	22
5.3 Loading the Receipt Roll.....	23
5.4 Self Test Print.....	25
6. GENERAL MAINTENANCE.....	30
6.1 Cleaning.....	30
6.2 Removing Jammed Paper.....	31
7. TROUBLESHOOTING.....	32

CAUTION!

1. This manual may not be copied in whole or in part without prior written permission of TOSHIBA TEC.
2. The contents of this manual may be changed without notification.
3. Please refer to your local Authorised Service representative with regard to any queries you may have in this manual.

1. PRODUCT OVERVIEW

1.1 Introduction

Thank you for purchasing the TOSHIBA TRST-A10 Series Thermal Printer. This printer is a compact line thermal printer designed to be connected to a TOSHIBA POS terminal or used as a kitchen printer, etc. It prints both 80 mm-wide and 58 mm-wide receipts at the maximum print speed of 225mm/sec. The body colour is selectable from Fair White (SF) and Cool Black (SC) so that it is possible to coordinate the colour with the TOSHIBA POS terminal. The interface type is either RS232C I/F or USB I/F (V2.0 Full Speed). Also Parallel I/F is available as an option.

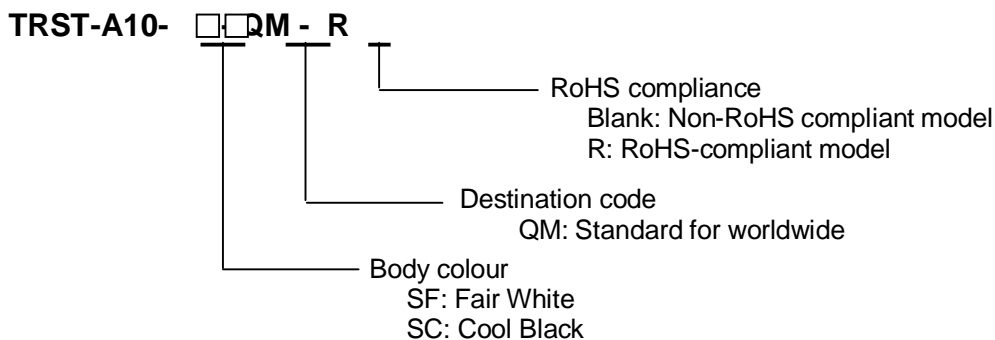
This manual contains general set-up and maintenance information and should be read carefully to help gain the maximum performance and life from your printer. For most queries please refer to this manual and keep it safe for future reference.

1.2 Features

- Due to a paper drop-in mechanism, the paper replacement can be done by just dropping a new paper roll and closing the cover. This also makes the print head cleaning easy.
- This printer prints in thermal direct method at high speed (max. 225 mm/sec.) with less noise.
- As the paper outlet is provided in front of the printer, the receipt can be taken out easily, and flexible installation is possible.
- Print layout can be variously arranged.
- The power supply unit (AC adapter) is detachable from the printer.
- A drawer interface (1 ch) is provided.
- An automatic cutter is provided as standard. (Partial cut)
- Two body colors are available for you to color coordinate with the TOSHIBA POS terminal to be connected.
- User-defined characters and logos can be registered in the flash memory.

1.3 Applicable Model

Model name description



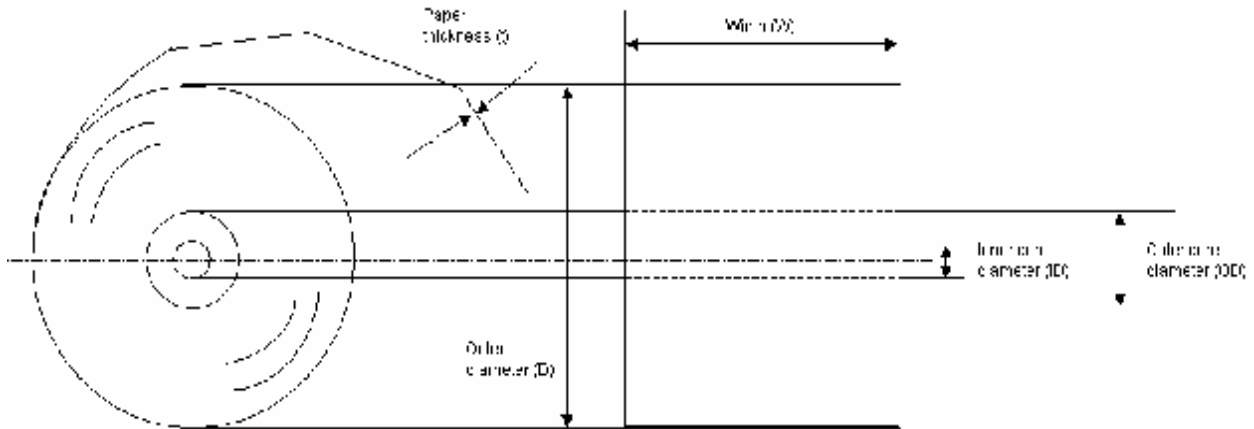
NOTE: Some combinations of the above specifications are not developed as products. For details, please refer to your nearest authorised TOSHIBA TEC representative.

2. SPECIFICATIONS

2.1 Printer

Item	Description
Printing method	Line thermal dot printing method
Printing width	80 mm (576 dots) 58 mm (432 dots)
Resolution	203.2 dpi x 203.2dpi
Printing speed Max.	9 ips max (225 mm/sec) for 75W, 55W mode
2 colour printing	Max 50 mm/sec
Printing columns	Font A (12 x 24 dots) : 48/42 columns Font B (9 x 24 dots) : 64/56 columns)
Character size	Font A: 1.5 x 3.00 mm Font B: 1.125 x 3.00 mm
Character types	Code pages PC437, PC850, PC852, PC857, PC858PC860, PC863, PC865, PC866 and PC1252
Logo registration and print	User defined characters and logos are downloadable in the flash memory.
Line spacing	7.52 (default) and variable lines per inch.
Printable bar codes	UPC-A, UPC-E, JAN13 (EAN), JAN8 (EAN), Code 39, Code 128, Interleaf 2 of 5, Codabar, PDF417, Code 93
Cut method	Partial cut
Paper	Thermal paper roll: 80 mm x dia. 83 mm (Max) Thermal paper roll: 58 mm x dia. 83 mm (Max)
Interface	RS232C I/F or USB I/F (V2.0 Full Speed). Parallel as Option.
Input buffer	4K bytes/128 bytes
Printer supply input voltage	Rated output: DC 24V, 3.15A (75W)
Power consumption	3.15A (75W Power Supply), 2.29A (55W Power Supply)
AC adapter specification	Rated input: AC 100 – 240V, 50/60Hz, 2.0A max Rated output: DC 24V, 3.15A (75W)
Body colour	Fair White (SF) or Cool Black (CB)
Operating temperature	5 - 50°C
Operating humidity	10% to 90% RH (no condensation)
Storage temperature	-20°C to 60°C
Storage humidity	10% to 90% RH (no condensation)
Weight	1.7 Kg
Dimension	145.5 mm (W) x 185.5 mm (D) x 141.0 mm (H)

2.2 Receipt Roll



Paper type	Thermal paper rolled with the print side facing outside
Width (W)	80 +0/-1 mm
Outer diameter (D)	80 +0.5/-1 mm
Paper thickness (T)	0.075 +/- 0.005 mm
Weight	69 +/-3 g/m ²
Outer core diameter	18 mm
Inner core diameter	12 mm
Recommended thermal paper	<i>Only paper rolled onto a core is acceptable, however, the paper end should not be pasted to the core.</i>

CAUTION!

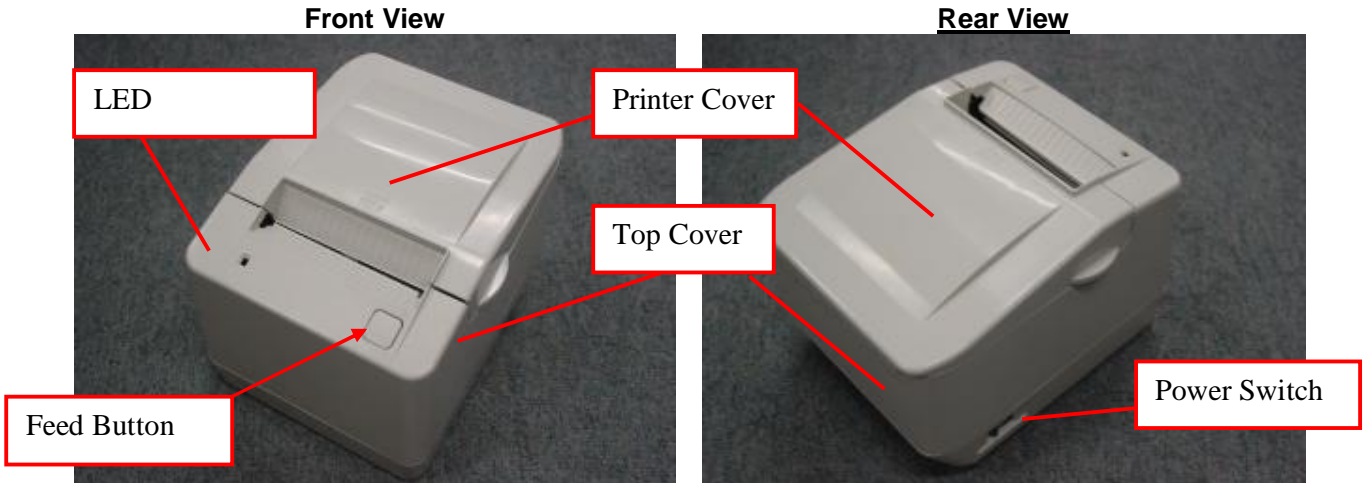
Use only paper which meets specified requirements. Use of non-specified paper may shorten the head life of the printer, resulting in problems with print quality, cause a paper feed failure or shorten the cutter life. All paper should be handled with care to avoid any damage to the paper. Read the following guideline carefully.

- Do not store the paper for longer than the manufacturer's recommended shelf life.
- Store the paper in a cool, dry place. Avoid areas where they would be exposed to direct sunlight, high temperature, high humidity, dust or gas.
- A contact of chemical or oil may discolour or erase the printed record.
- Rubbing the paper hard with nail or hard object may discolour the paper.
- The paper end should not be pasted to the core.

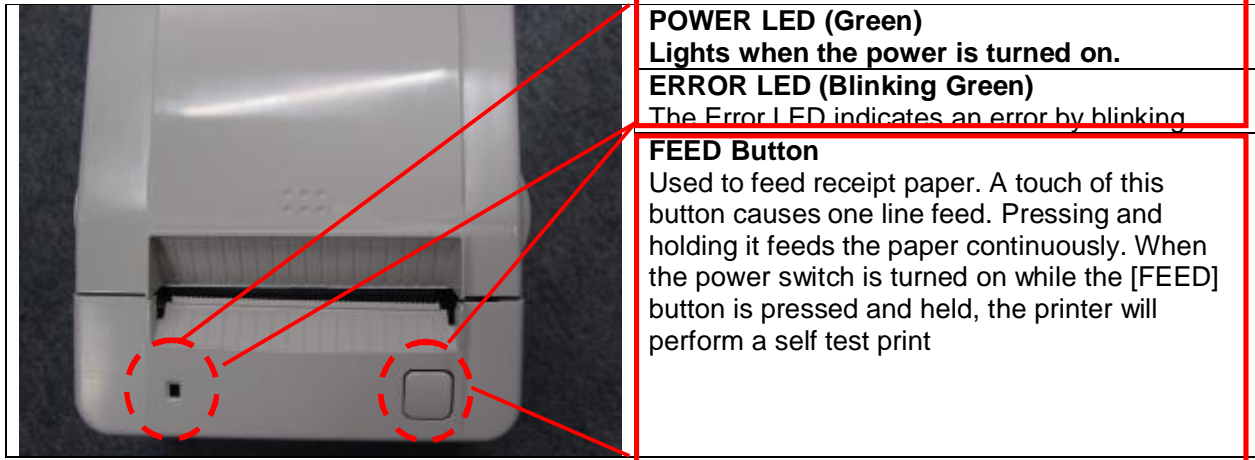
For further information please contact your authorized TOSHIBA TEC representative or authorized paper manufacturer.

3. APPEARANCE

3.1 Front/Rear View



3.2 LED and Feed Button



Error Status Table**Green LED Blinking (Slow)**

Problem	What to Do	Where to Go
Receipt paper is low*	There are about 4 ½ meters, ± 3 meters, (15 feet, ± 10 feet) of paper left. Change the paper soon to avoid running out of paper part way through a transaction.	See "Loading and Changing the Receipt Paper" in chapter 2.

Green LED Blinking (Fast)

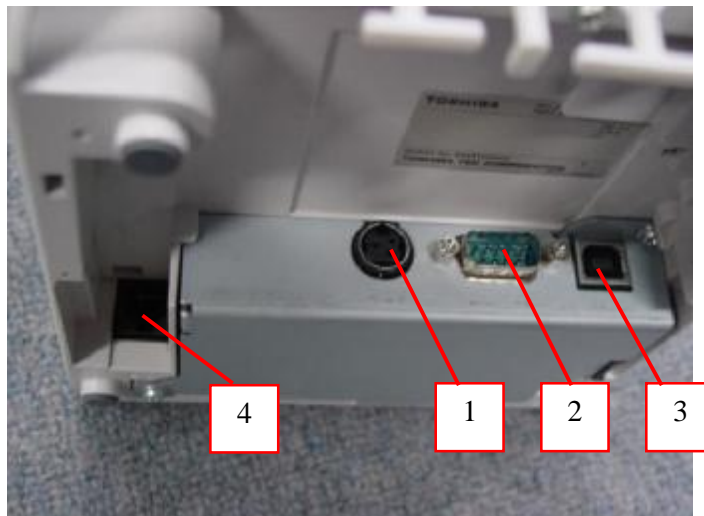
Problem	What to Do	Where to Go
Receipt paper is out	Change the paper now. Do not run a transaction without paper as the data may be lost.	See "Loading and Changing the Receipt Paper" in chapter 2.
Receipt cover is open	Close the cover. The printer will not operate with the cover open.	
Knife failure	Open the receipt cover and check the knife. Clear any jammed paper you can see. Tear off any excess paper against the tear-off blade. Contact a service representative if this does not resolve the problem.	See "Contacting a Service Representative" later in this chapter.

NOTE: If other LED status except for the above occurs, turn the power off, and then on. If this does not restore the LEDs, contact your nearest TOSHIBA TEC representative for assistance.

3.3 Connectors

CAUTION!

1. The drawer interface connector is exclusively for connecting the drawer. Do not connect a phone line or any other cables than the drawer cable to this connector. Doing so may cause a failure of the phone line and this printer.
2. To the DC24V connector (socket connector), do not connect anything other than the built-in AC adapter.
3. The built-in AC adapter is exclusively for this printer. Do not use it for any other machines.



1 [DC24V] (Socket connector)

The built-in AC adapter supplies +24V power to the printer through this connector. Do not connect anything other than the recommended AC adapter.

2 [Serial interface connector]

An interface cable which connects the printer to a POS terminal is connected to this connector. A RS-232C interface cable (Serial I/F model)

3 [USB interface connector]

An interface cable which connects the printer to a POS terminal is connected to this connector. A USB I/F cable (V2.0 Full Speed)

4. [Drawer interface Connector] [CDKO] (6 pin modular connector)

A drawer cable which connects the printer to a drawer is connected to this connector. To this connector, a Toshiba drawer can be connected. Do not connect anything other than the connectable drawer.

Note: For connectable drawers, refer to your nearest authorized TOSHIBA TEC representative.

4. SET UP PROCEDURE

4.1 Requirements for Operation

This printer has the following requirements:

Serial interface Type

- The TOSHIBA POS terminal to be connected must have a serial port.
- To communicate with the TOSHIBA POS terminal, an RS-232C interface cable is required.
RS-232C cable..... 9 pins

USB Interface Type

- The TOSHIBA POS terminal to be connected must have a USB port.
- To communicate with the TOSHIBA POS terminal, a USB cable is required.

Parallel Interface Type (Option)

- The Toshiba POS terminal to be connected must have a Centronics parallel port.
- To communicate with the Tohsiba POS terminal, a Centronics interface cable is required.
Centronics cable 36 pins.

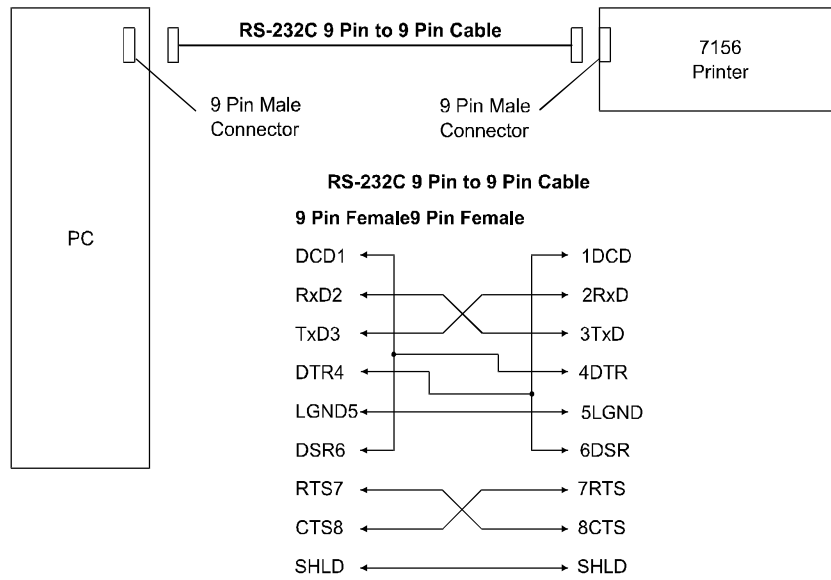
Interface Cables

For the serial interface model, use the RS-232C cable which satisfies the following pin configuration and the specification of the connector. For the USB interface model, use the USB cable which satisfies the following pin configuration and the specification of the connector. For the Parallel interface model (Option), use the USB cable which satisfies the following pin configuration and the specification of the connector.

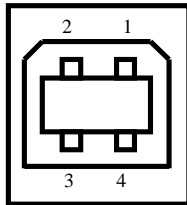
To prevent the emission and receipt of electrical noise, the interface cable must meet the following requirements:

- Fully shielded and fitted with metal or metalized connector housings.
- Kept as short as possible.
- Should not be tightly bundled with the power cord.
- Should not be tied to power line conduits.

RS-232C cable pin configuration



USB cable connector



Parallel Interface Type (Option)

IEEE 1284-B receptacle

PIN No.	Signal
1	/STROBE
2-9	PD1-8
10	/ACK
11	BUSY
12	PERROR
13	SELECT
14	/AUTOFD
31	/INIT
32	/FAULT
36	/SELECTIN
19-30	GND
15-18	N.C.
33-35	N.C.

4.2 Setting up the Printer

CAUTION!

1. Place the printer on a flat, stable surface.
2. Do not place the printer close to a heater or where it may be exposed to direct sunlight.
3. Avoid locations where the printer may be exposed to high temperature, high humidity or dust.
4. Care must be taken that no condensation occurs in the printer. If it should, however, do not turn ON the power until the condensation is dried.
5. Use a grounded electrical outlet. Do not use an adapter plug.
6. Be sure that there is adequate room around the printer for easy operation and maintenance.
7. Keep your work environment static free.

- 1) Make sure that the printer power is turned OFF.
- 2) Connect the interface cable to the printer.
- 3) Insert the power cord into the AC inlet.
- 4) Connect the interface cable to a TOSHIBA POS terminal, and plug in the power cord to the AC outlet.
- 5) If a drawer is desired to be connected, connect the drawer interface cable to the printer.
- 6) Secure the drawer ground wire to the ground terminal on the rear of the printer.
- 7) Turn the printer power ON.
- 8) Open the printer cover.
- 9) Load the receipt roll into the printer.
- 10) Close the printer cover. One receipt will be automatically issued.
- 11) Check the print quality by performing a self test print.

Now the printer is ready for printing.

NOTES:

1. For details of the above steps 1) to 4), refer to Section **5.1 Connecting the Power Cord and Cables**.
2. Steps 5) and 6) are the procedures of the drawer connection. For details of Steps 5) and 6), refer to Section **5.2 Connecting the Drawer**.
3. For details of Steps 8) to 10), refer to Section **5.3 Loading the Receipt Roll**.
4. For details of Step 11), refer to Section **5.4 Self Test**.

5. INSTALLATION PROCEDURE

WARNING!

1. Since the power cord and the interface cable are not provided with this unit, please locally purchase ones which meet the specifications. For detail specifications, please contact your nearest authorised TOSHIBA TEC representative.
2. Before connecting the power cord and cables to the printer, turn the power of the POS terminal and printer OFF.
3. Do not pull the power cord hard. Doing this may damage the power cord, causing fire, electric shock, or broken wire.
4. When it thunders, unplug the power cord. Lightning stroke may cause fire or electric shock.
5. Keep the power cord away from a heater. The cover of the power cord may be melted, causing fire or electric shock.
6. Do not connect the power cord to the AC outlet provided on the POS terminal such as ST-5600, ST-5500, etc.

CAUTION!

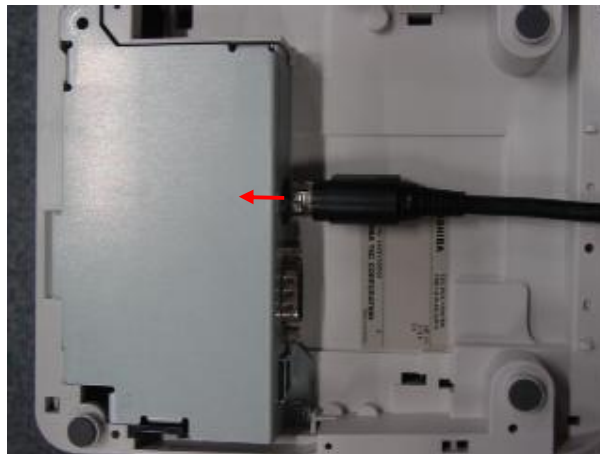
1. When separating the AC adapter, please contact your authorized TOSHIBA TEC representative.
2. The built-in AC adapter is exclusively for this printer. Do not use it for any other machines.
3. The AC adapter can be used indoors only. Never use it outdoors.
4. Be sure to unplug the printer when it is not used for a long time.
5. Do not share the power source with other electric appliances which generate noise.

5.1 Connecting the Power Cord and Interface Cable

CAUTION!

1. Be sure to hold the connector when plugging in or unplugging the AC adapter cable.
2. Insert the AC adapter cable and the power cord firmly.

- 1) Turn the printer power OFF.
- 2) Insert the power cord into the AC inlet.



- 3) Connect and secure the interface cable to the interface connector in the correct orientation.
Serial interface: Secure the connector with the screws.
USB interface: Securely insert the connector until a positive click is heard.



[Serial Interface Connector]

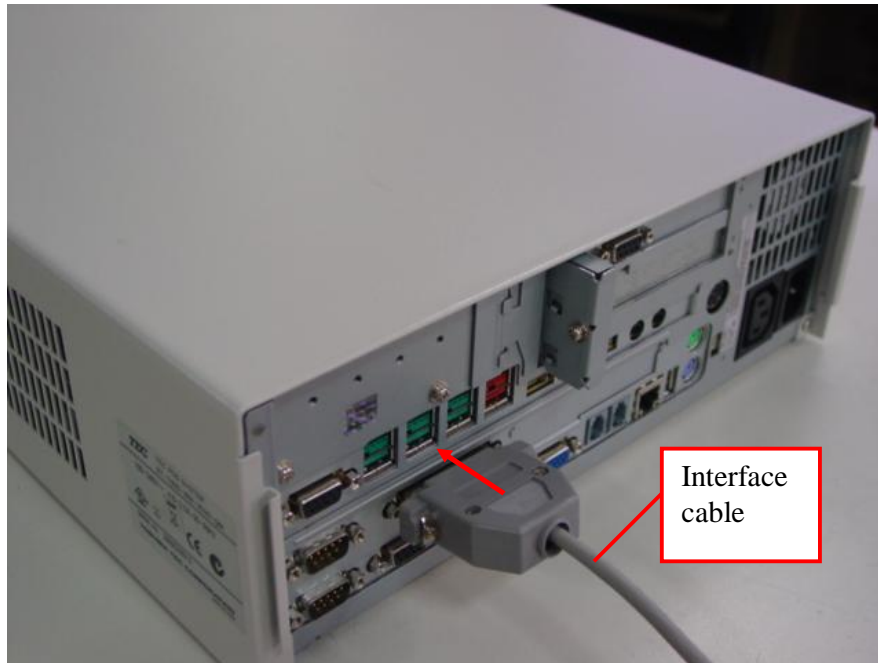


[USB Interface Connector]



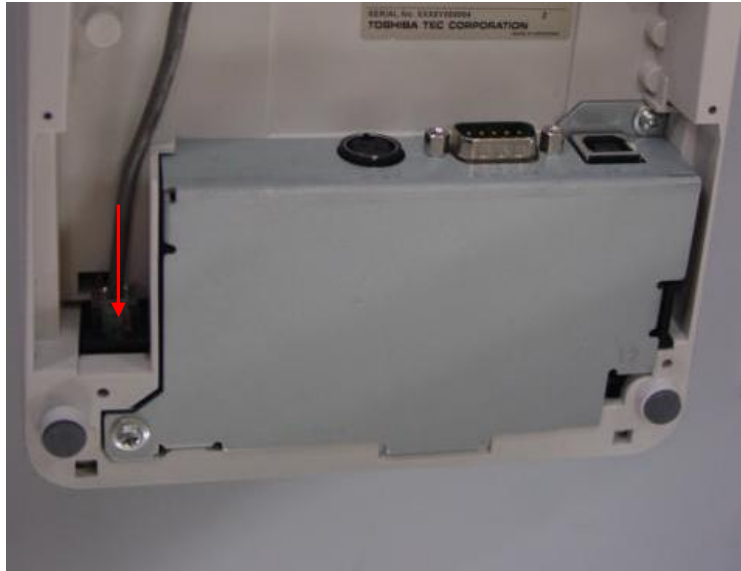
[Parallel Interface Connector]

- 4) Connect the interface cable to the TOSHIBA POS terminal or Personal Computer, and then plug in the power cord to the AC outlet.



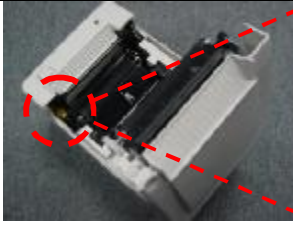

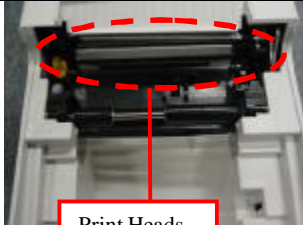
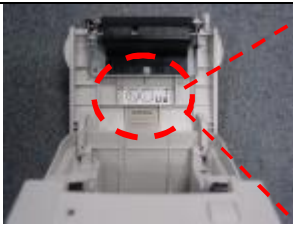

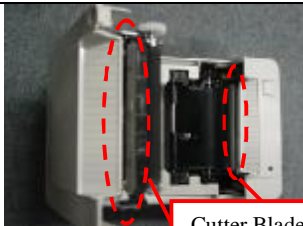
5.2 Connecting the Drawer

- 1) Turn the printer power OFF.
- 2) Connect the drawer cable to the drawer interface connector in the correct orientation.



5.3 Loading the Receipt Roll

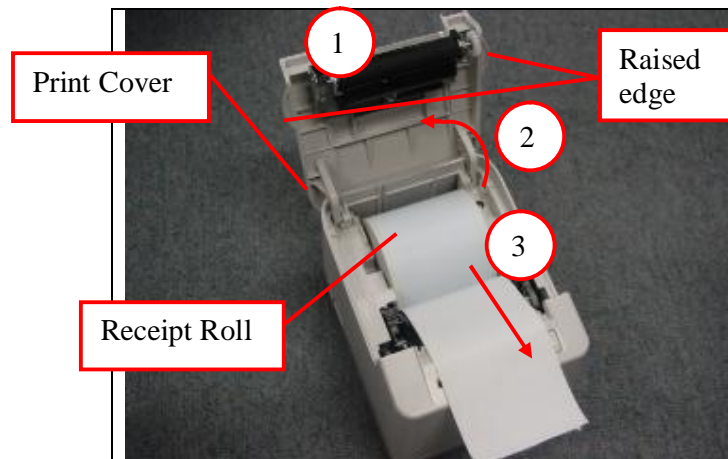
When you use this printer for the first time or when the receipt paper has been used up, load a receipt roll in the following procedures while the printer power is set to ON.
A thermal printer prints thermal receipt paper by applying heat to the paper to react with the chemicals on the paper surface. A red line which appears on the reverse side of the receipt paper indicates that the paper is almost used up.

WARNING!			
		 Print Heads	The print head becomes very hot while printing. Never touch the print head to avoid getting burned.
		 Cutter Blades	Hazardous moving cutter. Keep fingers and other body parts away
Standard operating temperature of printer is 5°C to 50°C. Please do not operate out of range for safe operation.			

CAUTION!

1. Use only TOSHIBA TEC specified paper. Use of non-specified paper may shorten the print head life resulting in problems with print quality, cause a paper feed failure, or shorten the cutter life.
2. Do not subject the thermal receipt roll to water, oil, or heat source as this will darken the paper.
3. Load the receipt roll in the correct orientation. Failure to do this may cause a paper jam error.
4. Care must be taken not to damage the print head and platen when the printer cover is opened as this may cause a poor print or a printer failure.
5. Do not open the printer cover while the printer is printing.
6. Do not hold the receipt while the printer is printing. Doing so may cause a paper jam.
7. When closing the printer cover, do not press it down too hard.
8. Do not put anything on the printer cover or push the cover too strongly. Doing so may cause a print failure.

- 1) Turn the printer power ON.
- 2) Hold the raised sides firmly and lift upwards to unhook the printer cover. (1)
- 3) Hold both sides of the printer cover and open it until it stops. (2)
- 4) Check for the correct orientation of the receipt roll, and put it into the paper holder.
- 5) Pull the receipt until it extends past the paper outlet for about 5 cm (3), and then close the printer cover by pressing it's front centre gently until a positive lock is felt.



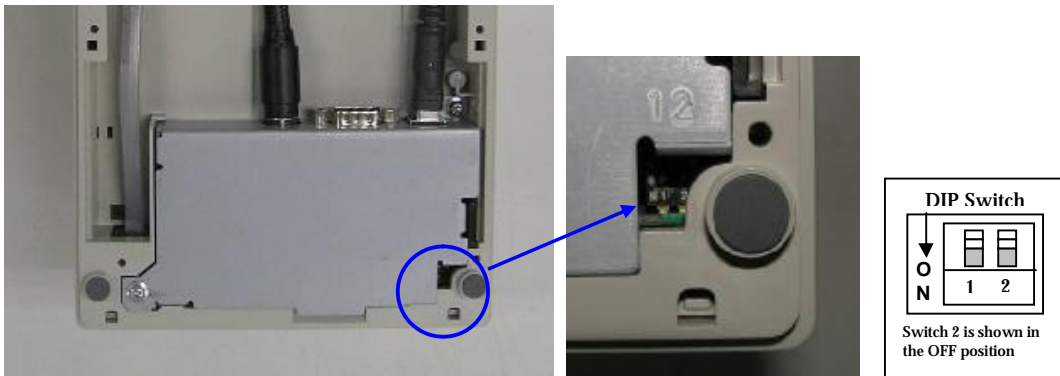
5.4 Self Test Print

To perform the printer self test, use the Mfg Adjustment menu feature. This feature prints instructions on the receipt for selecting any type of print pattern needed.

Caution:

Be extremely careful when changing any of the printer settings to avoid changing other settings that might affect the performance of the printer.

1. Set DIP switch 1 to ON, DIP switch 2 to ON.



2. Power on the printer while holding the Paper Feed Button. The printer will print the Current Setting Form, then cuts the paper to print the Mfg Adjustment Menu.
3. If you do not hold the Paper Feed Button while power up the printer, it will go to Online Mode. This menu allows you to print different test patterns. Selections are made using the Paper Feed Button.

===== Mfg Adjustment Menu =====

Select a sub-menu:

EXIT	> 1 Click
Rolling ASCII Print	> 2 Clicks
H Print Test	> 3 Clicks
Duty Check Print	> 4 Clicks
Print Current Setting	> 5 Clicks
EEPROM to Default Setting	> 6 Clicks

Enter code then hold Button DOWN
at least 1 second to validate

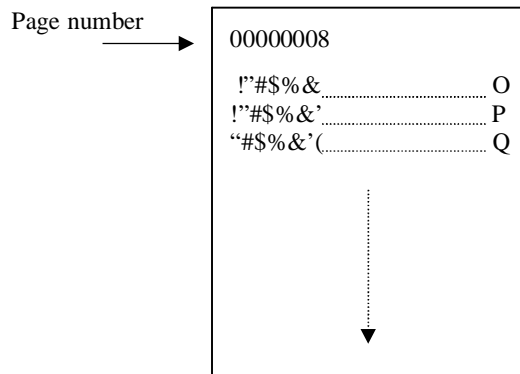
Rolling ASCII print test (Receipt)

This option let you run rolling ASCII printing test. The printer prints the resident character set in standard pitch continuously. When Rolling ASCII Print (Rcpt) is selected, test print will start.

Press the Paper Feed Button to stop the test.

Rolling ASCII

Stop and exit test > Long Click



Duty check print test (Receipt)

This option let you run duty check printing test. The printer prints the 12.5%, 25%, 50% and 100% duty original pattern. When Duty Check Print (Rcpt) is selected, test print will start.

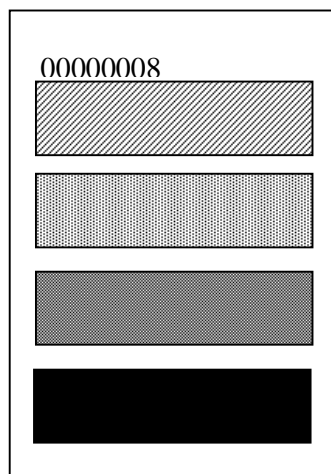
Press the Paper Feed Button to start or stop the test.

Press the Paper Feed Button to continue or stop the test.

Duty Check Print

Stop and exit test > Short Click

Continue test > Long Click



Print current setting

This option let you print current setting on receipt.

*** Current Setting Form ***

Model number : TRST-10
Serial number : 12345678901

Boot Firmware
Version : V00.02
Revision : 00
CRC : DEEB

Flash Firmware
Version : V00.04
Revision : 01
CRC : 6696

SBCS
Version : V00.01
Revision : 01

6. GENERAL MAINTENANCE

WARNING!

1. Be sure to disconnect the power cord prior to performing any maintenance.
2. DO NOT POUR WATER directly onto the printer, as this may cause electric shock or fire.
3. The print head becomes very hot while printing. To avoid getting burned, never touch the print head during the maintenance.

CAUTION!

1. Do not use any sharp object to clean the print head and platen. Doing so may damage them, causing poor print or missing dots.
2. Never use an organic solvent like thinners or benzene for cleaning. Using such solvents may discolour the covers.
3. Do not touch the print head element as static built-up may damage the print head

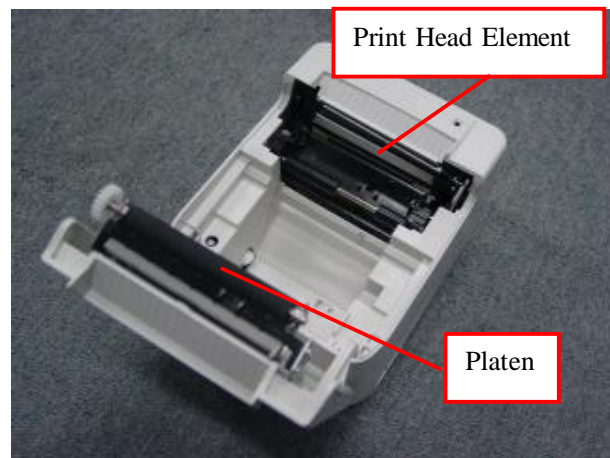
To help retain the high quality and performance of your printer it should be cleaned regularly. The greater the usage on the printer, the more frequent the cleaning. (i.e. low usage=weekly, high usage=daily)

6.1 Cleaning

Cleaning the Print Head and Platen

- 1) Turn the power OFF and open the printer cover.
- 2) Clean the print head element (cross hatched area in the figure on the right) with a cotton swab slightly moistened with alcohol.
- 3) Clean the platen with a soft cloth moistened with alcohol.

Caution! Hot surface. (Please refer to the **WARNING!** On the above)



Cleaning the Covers

Wipe the covers with a soft dry cloth or soft cloth slightly moistened with mild detergent. After using detergent for cleaning, be sure to wipe it off with a slightly moistened cloth.

6.2 Removing Jammed Paper

- 1) Turn the power OFF.
- 2) Open the printer cover.
- 3) Remove the jammed paper. **DO NOT USE** any sharp implement or tool as these will damage the printer.
- 4) Clean the print head and platen, then remove any further dust or foreign objects.
- 5) Re-load the receipt roll. (Refer to Section **5.3 Loading the Receipt Roll.**)
- 6) After closing the printer cover, turn the power ON. The printer will initialise the auto cutter to restore the printer stand-by.

7. TROUBLESHOOTING

WARNING!

If you cannot solve a problem with the following solutions, do not attempt to repair it by yourself.
Turn the power off, unplug the printer, then contact your authorised TOSHIBA TEC representative for assistance.

Problem	Check Point	Solution
The power is not turned on. (Power LED does not light.)	<ul style="list-style-type: none"> • Is the power cord plugged in correctly? • Is power supplied to the AC outlet? • Has the circuit breaker tripped? 	<ul style="list-style-type: none"> • Plug it in correctly. • If it is not a power failure, check if the power is supplied to the AC outlet with another electric appliance. If not, contact your nearest power company. Check the circuit breaker.
Receipt paper is not issued.	<ul style="list-style-type: none"> • Is the receipt roll loaded properly? • Does a paper jam error occur? 	<ul style="list-style-type: none"> • Refer to Section 5.3 and load the receipt roll properly. • Refer to Section 6.2 and remove the jammed paper, and re-load the receipt roll.
No printing is performed though the POWER LED lights.	<ul style="list-style-type: none"> • Is the interface cable connected correctly? • Does the specification of the interface cable meet that of the POS terminal or the printer? 	<ul style="list-style-type: none"> • Connect the interface cable correctly. • Use a TOSHIBA TEC-recommended interface cable or an interface cable which meets the specification of the printer.
Issued receipt paper is stained.	<ul style="list-style-type: none"> • Is the print head dirty? 	<ul style="list-style-type: none"> • Refer to Section 6.1 and clean the print head.
Irregular print/blurred print	<ul style="list-style-type: none"> • Is the proper paper used? • Is the paper dampened? 	<ul style="list-style-type: none"> • Refer to Section 2.2 and use the TOSHIBA TEC specified paper. • Do not use dampened paper

NOTE: If any problem occurs other than the above, please contact your authorised TOSHIBA TEC representative.