

# PP7MX PRINTER USER'S MANUAL



**Acclis**<sup>®</sup>

## ■ Safety Precautions

Before using the present appliance, please keep the following safety regulations in order to prevent any hazard or material damage.

### 1. WARNING

- (1) Connect the printer with a reliable grounded power receptacle. Do not plug with large electronic machines in one multi-outlet, which can provoke power fluctuation or over-heating, even a fire.
- (2) Only can use the supplied adapter.
- (3) Do not keep the machine in a hot, wet or polluted place.
- (4) Do not plug in or unplug with your hands wet.
- (5) Do not pull the cable to unplug. This can damage the cable, which is the origin of a fire or a breakdown of the printer.

### 2. CAUTIONS

- (1) Install the printer on the stable surface. If the printer falls down, it may be broken and hurt you.
- (2) If you find a strange smoke, odor or noise from the printer, unplug it at once and call your dealer.
- (3) Do not try to disassemble, repair or remodel it for yourself. Call your dealer if you need these services.
- (4) Do not let water or other foreign objects in the printer. If this happened, switch off and unplug the printer before calling your dealer.
- (5) Switch off the printer if you will not use it in a long time.
- (6) Make sure the switch is off when plug or unplug the power.
- (7) Do not use the printer when it is out of order. Switch off and unplug the printer before calling your dealer.
- (8) Keep this manual for future use.

### Important Note

For driver, user manual, software and other information, please visit the website:  
<https://www.aclas.tw/products/pp7x/> to download or consult.

**Download**

Windows Driver

PC Test Software

User Manual

PDF

# CONTENTS

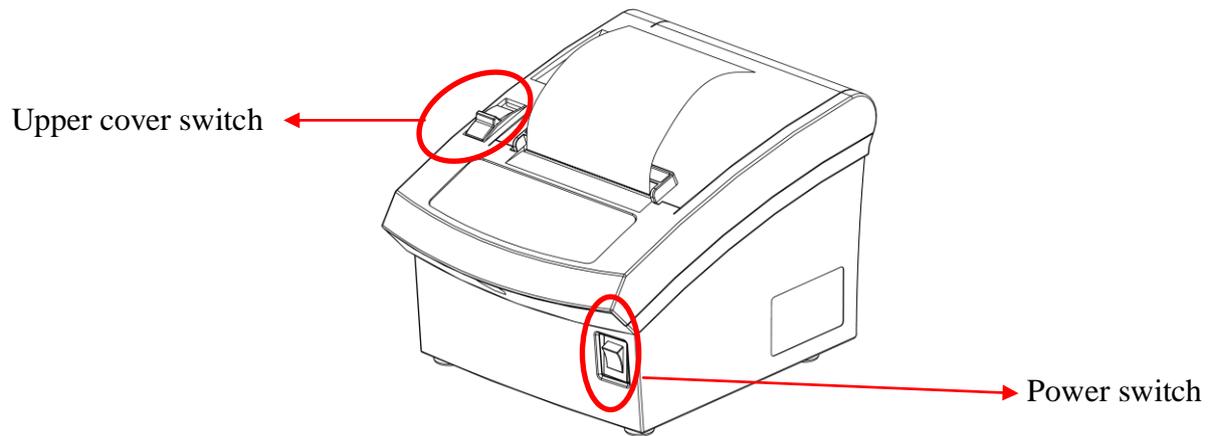
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# 1 Introduction

## 1.1 Specifications

<b>Optional type</b>		<b>PP7M31HX</b>
Speed		250mm/s
Power Supply		24V
Print Method		thermal print
Resolution		203dpi
Paper	Paper type	Thermal paper
	Paper width	79.5±0.5mm
	Paper roll diameter	Max. 80mm
Paper installation type		Easy paper loading
Character print	Character set	ANK character set, Chinese GB2312, Traditional Chinese BIG5, 12×24 dots, 24×24 dots
	Number of columns	48 columns
Barcode type		UPC-A, UPC-E, Code128, EAN128, Jan8, Jan13(EAN), Interleaved 2 of 5, Codabar
Data receiving buffer		16KB
Flash memory		16Mbit
Interface		USB+RS232; Ethernet+USB
Cash drawer driver		1 ports (compatible with EPSON)
Printer head life		150km (recommend to use high quality thermal paper, such as OJI, PD-160R or Aclas paper.)
Paper-cutter life		1,000,000 times
Cash drawer impulse		24V
Work Temperature		0°C ~ 40°C
Work Humidity		5%R.H. ~ 85%R.H.
Driver		Win8X, WinME, Win2000, WinNT, WinXP
Printing command		Support command ESC/POS
Size		145*194*135.8mm

## 1.2 Appearance



## 1.3 Accessories



AC adapter



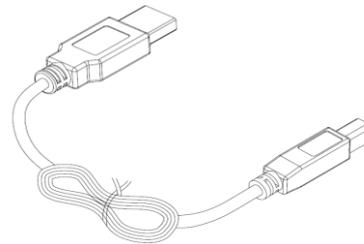
AC power cord



User manual



Paper roll

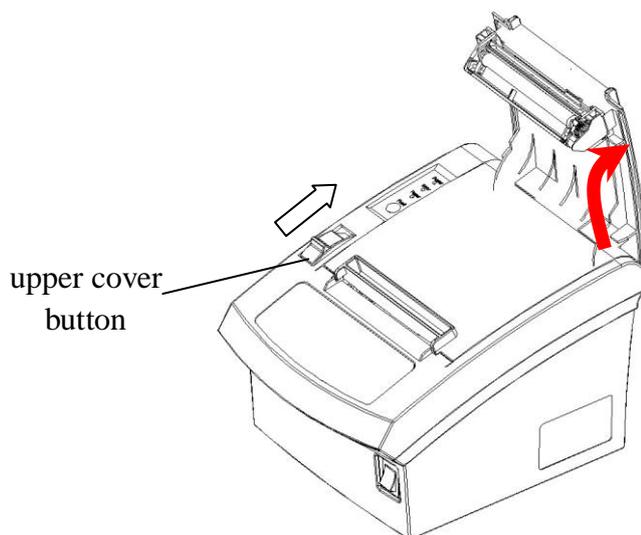


USB cable

## 2 Paper Installation

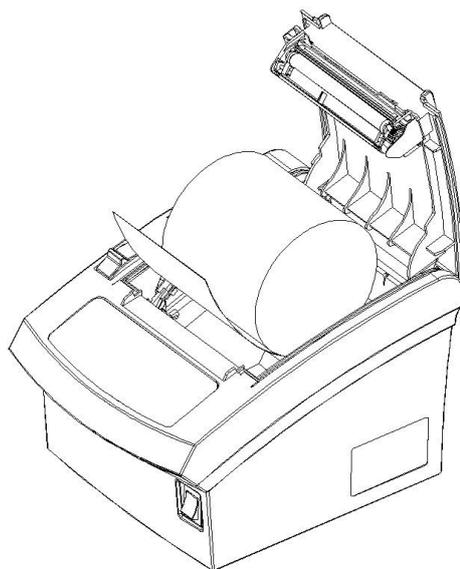
**Note: Bad quality thermal paper with rough surface and low sensitivity may reduce the life time of the printer head, please use high quality thermal paper, such as OJI, PD-160R or Aclas paper.**

- (1) Make sure that the printer is not receiving data; otherwise, data may be lost.
- (2) Open the printer upper cover by pressing the cover button as picture 1.



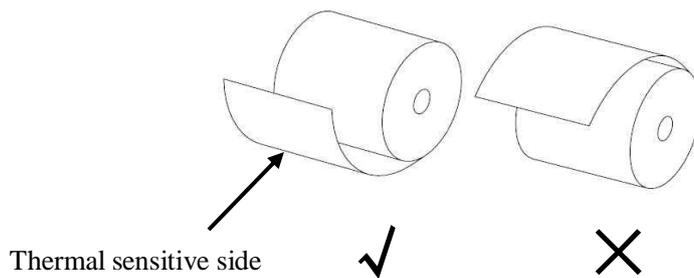
Picture 1

- (3) Insert the paper roll to the printer as picture 2.



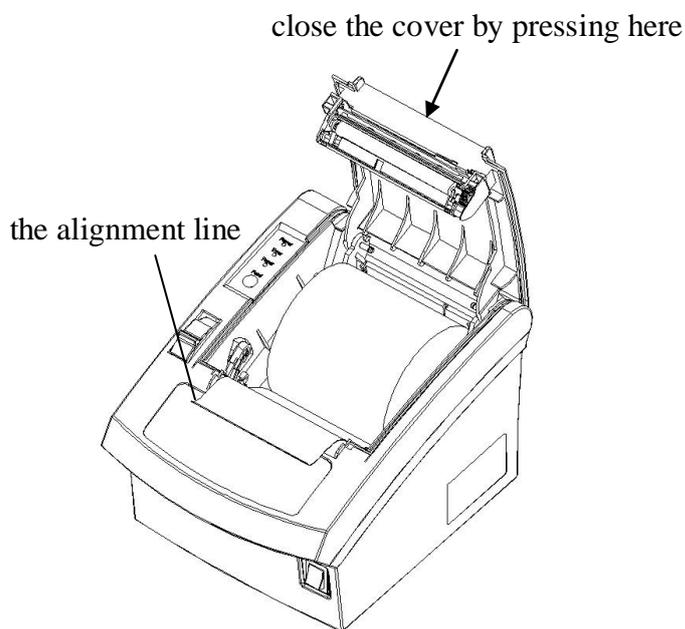
Picture 2

(4) Be sure to note the correct direction that the paper comes off the roll shown as picture 3.



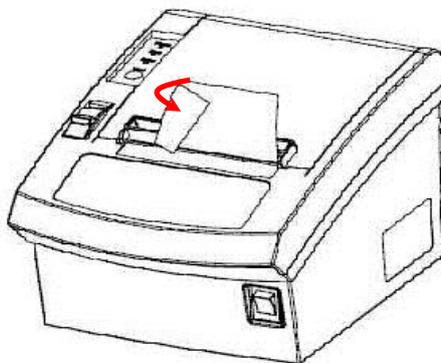
Picture 3

(5) Pull out a small amount of paper to make it parallel with the alignment line as picture 4, and then close the upper cover by pressing its front middle part until you hear a 'click' sound.



Picture 4

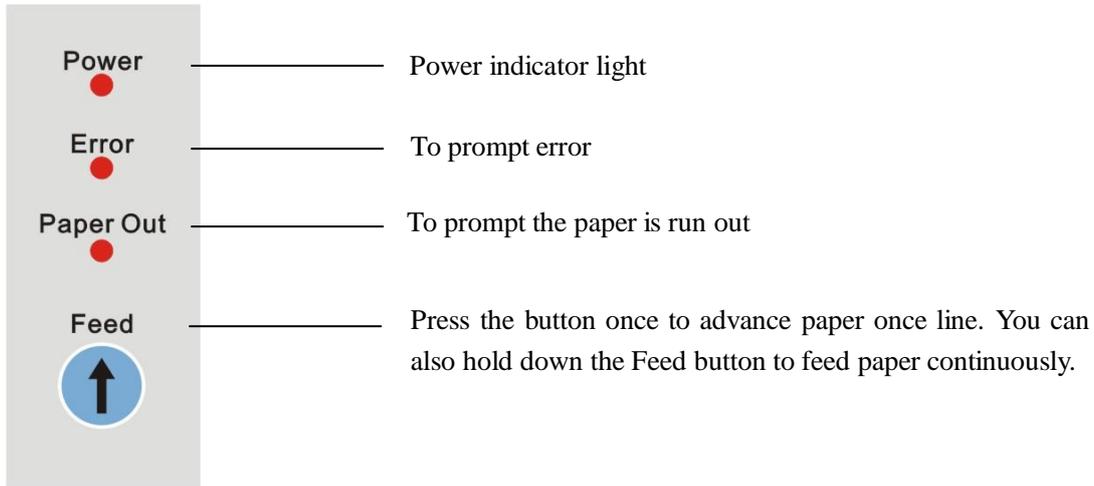
(6) After closing the upper cover, tear off the paper as picture 5.



Picture 5

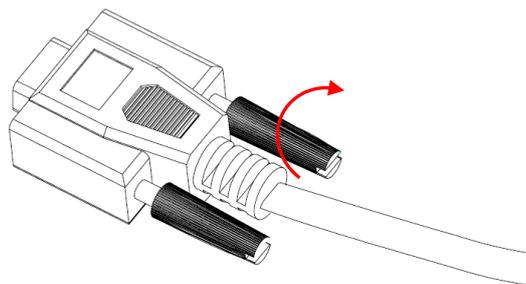
### 3 Setting the Printer

#### 3.1 Using the Printer



#### 3.2 Connecting the Computer

- (1) Power off the printer.
- (2) Plug the communication cable securely into the printer, then attach the other end of the cable to the computer.
- (3) If the cable connector is shown as picture 6, tighten the two screws on both sides of the cable connector after connecting.



Picture 6

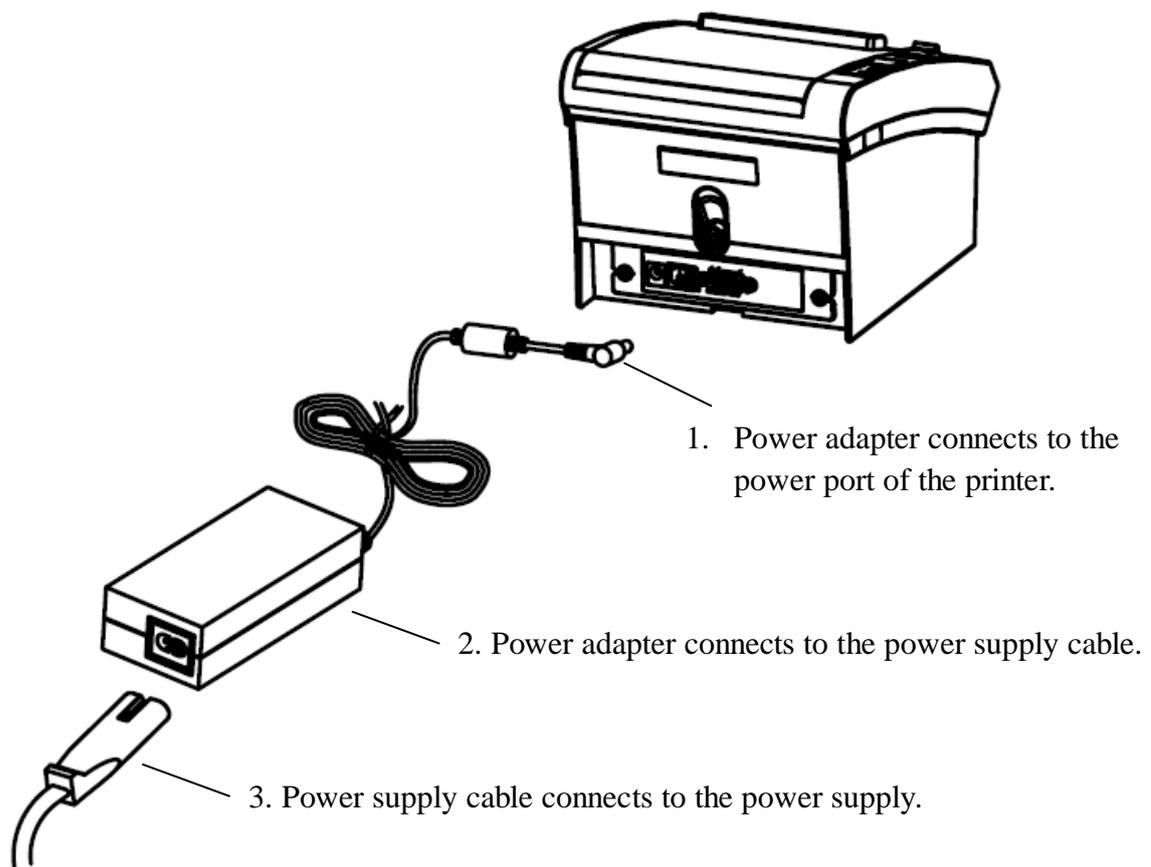
### 3.3 Connecting the Power Supply

#### ※ CAUTIONS

When connect the power supply to the printer, make sure first connect the power supply cable to the printer, then connect the power supply cable to the power supply. When disconnecting, the order is reverse. Otherwise you may damage the power supply or the printer.

If the power supply's rated voltage and your outlet's voltage do not match, contact your dealer for assistance. Do not plug in the power cord. Otherwise, you may damage the power supply or the printer.

- (1) When not using the printer, make sure that the printer's power switch is turned off, and the power supply's power cord is unplugged from the electrical outlet.
- (2) Make sure the switch is off when plug or unplug the power.
- (3) Check the label on the power supply to make sure that the voltage required by the power supply matches that of your electrical outlet.
- (4) Plug in the power supply's cable as picture 7.



Picture 7

## 4 SELF TEST

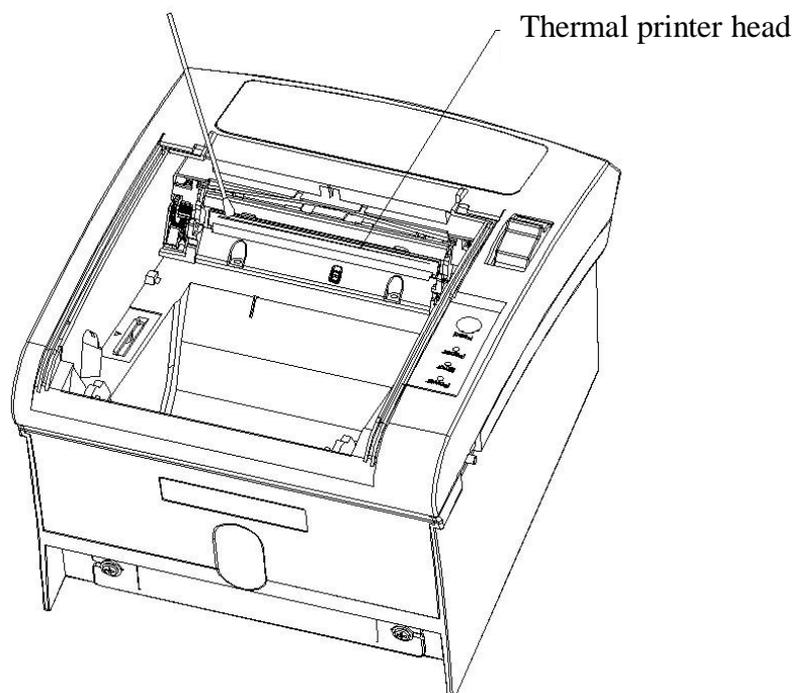
Press key 'Feed' and hold it, and then power on the machine at the same time, it will print a piece of Test Page. The information of this Test Page includes the printer's model, version, IP address (Ethernet port), ID etc.

## 5 MAINTENANCE

Paper dust inside the printer may lower the printer quality. The thermal printer head is probably dirty, if part of letters is not printed distinctly. Please follow steps below to clean the printer head.

**Note: If the dust is not cleaned in time, it will lead to defective cooling. High-quality thermal paper is able to reduce the possibility of polluting the printer head, and almost no need to clean it.**

- (1) Open the printer cover and remove the paper if exists.
- (2) Clean the printer head with a cotton swab moistened with alcohol solvent.
- (3) Clean the platen roller and paper end sensor with cotton swab moistened with water.
- (4) Insert a paper roll and close the printer cover.



### Attention:

- Do not touch the thermal printer head.
- The paper cutter will become blunt after a period of time. Please ask the maintenance man to replace the paper cutter in time.

## 6 TROUBLESHOOTING

### 1) The printer is out of paper.

If the printer is out of paper, the “Paper out” indicator light will lit up. In this case, the printer will stop printing. And then install a new paper roll, the printer will continue printing.

### 2) The printer could self-test but could not print.

- a. Make sure the connection cable between the PC and the printer connects securely.
- b. Make sure the connecting port of the printer is not being used. Otherwise, remove the port.
- c. If the problem still exists, contact our after-sales service center.

### 3) Removing paper deviation

Press paper feed key to feed paper, by which the printer will adjust the paper automatically; otherwise, please turn the power off, open paper cover to reinstall paper.

**Note: Using high quality of thermal paper with standard width and smooth surface could avoid paper deviation.**

### 4) The printed character is unclear.

- a. Check that the thermal printer head is clean enough. Otherwise, please clean it.
- b. Make sure the used paper meets the required specification.

**Note: Using high quality of thermal paper with standard width and smooth surface could avoid this problem. If the problem still exists, contact our after-sales service center.**

### 5) Some columns could not be printed.

- a. Make sure the printer head is not stuck with dust. Otherwise, please clean it.
- b. Make sure there is not a paper jam. If there is, remove it.
- c. If the problem still exists, contact our after-sales service center.

### 6) Paper feeding unsteadily

- a. Make sure the rubber platen is not stuck with foreign matter. If not, clean it with cotton swab with water.
- b. If the problem still exists, make sure the motor gear of the platen is not broken. If not, contact our after-sales service center.

### 7) Removing a paper jam

- a. Turn the power off.
- b. Open paper cover, remove the jammed paper.
- c. Reinstall paper to the printer correctly, close paper cover. Make sure the paper cover is closed securely.

**Note: Using high quality of thermal paper with standard width and smooth surface could avoid paper jams.**

### 8) Removing the cutter jam

- a. Push down the cover lever for about 8 times, the printer cover will be opened.
- b. Push down the cover lever 2 times more, by which the cutter will back to its normal position.

**Note: Close the upper cover securely could avoid cutter jam. If the problem still exists, contact our after-sales service center.**

### 9) The temperature of the printer head is too high.

Power off the printer, and then restart it until the temperature is cooling down.

## 7 Printer Tool Instruction

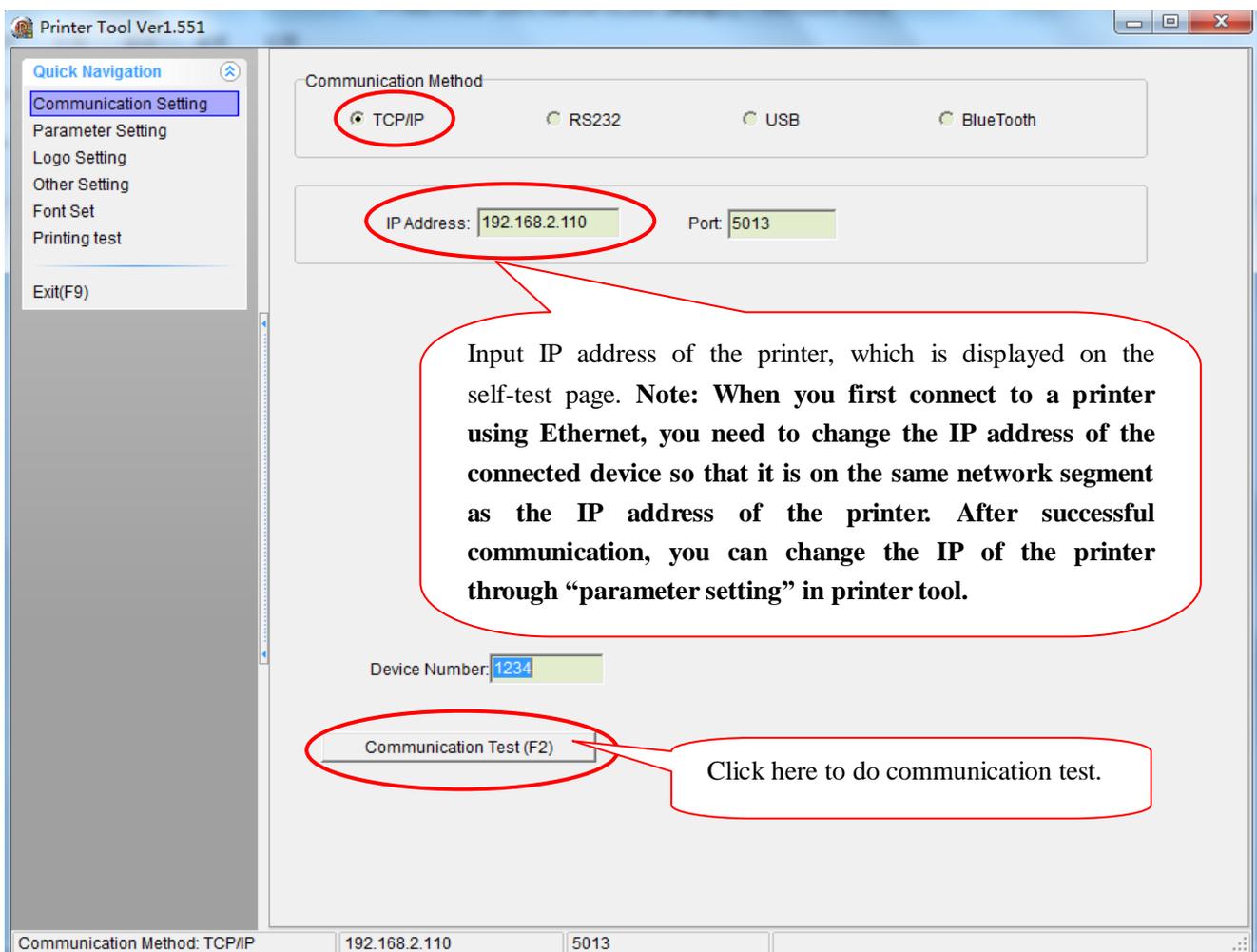
Double click to open 'Printertool.exe'. Here, you can use the software to set printer parameters and test functions of the printer.

### 7.1 Communication Setting

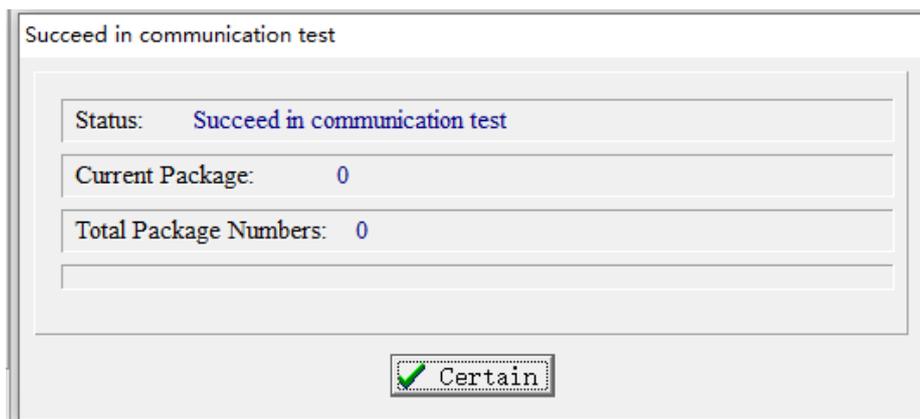
First, you need to do communication test. Click “**Communication Setting**” in the “**Quick Navigation**” menu. Do select the right communication method according to your printer communication interface.

#### 7.1.1. Ethernet Printer

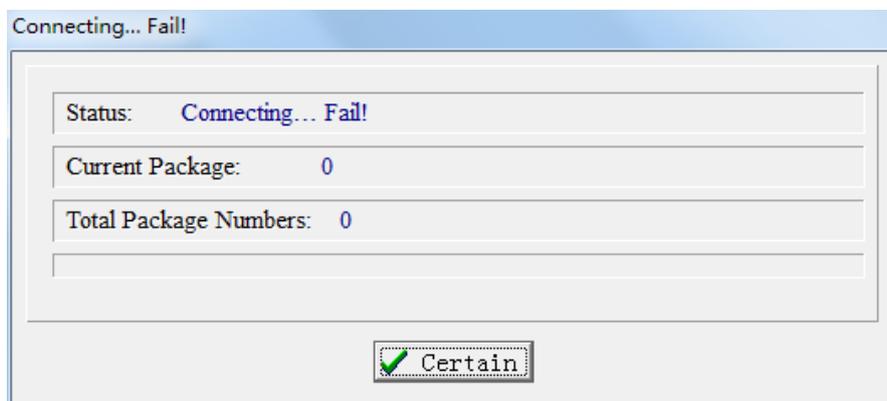
If your printer is Ethernet, select **TCP/IP** as the following picture.



Click “**Communication Test (F2)**” to test communication. If there are no errors, pop-up window will be shown as follows.

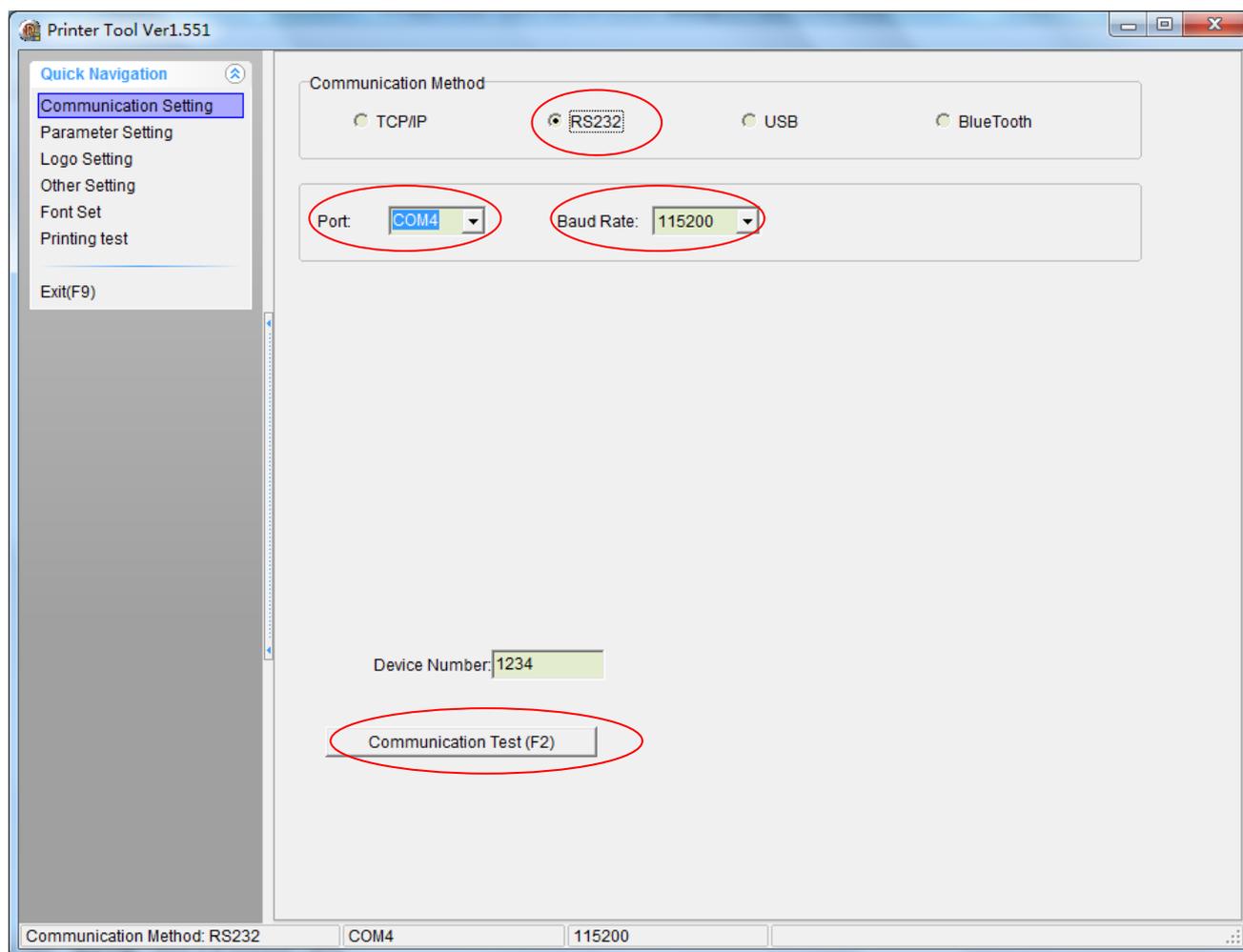


Otherwise, the failure window will be displayed. Users should correct the communication setting until pass the communication test.



## 7.1.2. Serial Printer

If your printer is serial printer, select **RS232** as the following picture.

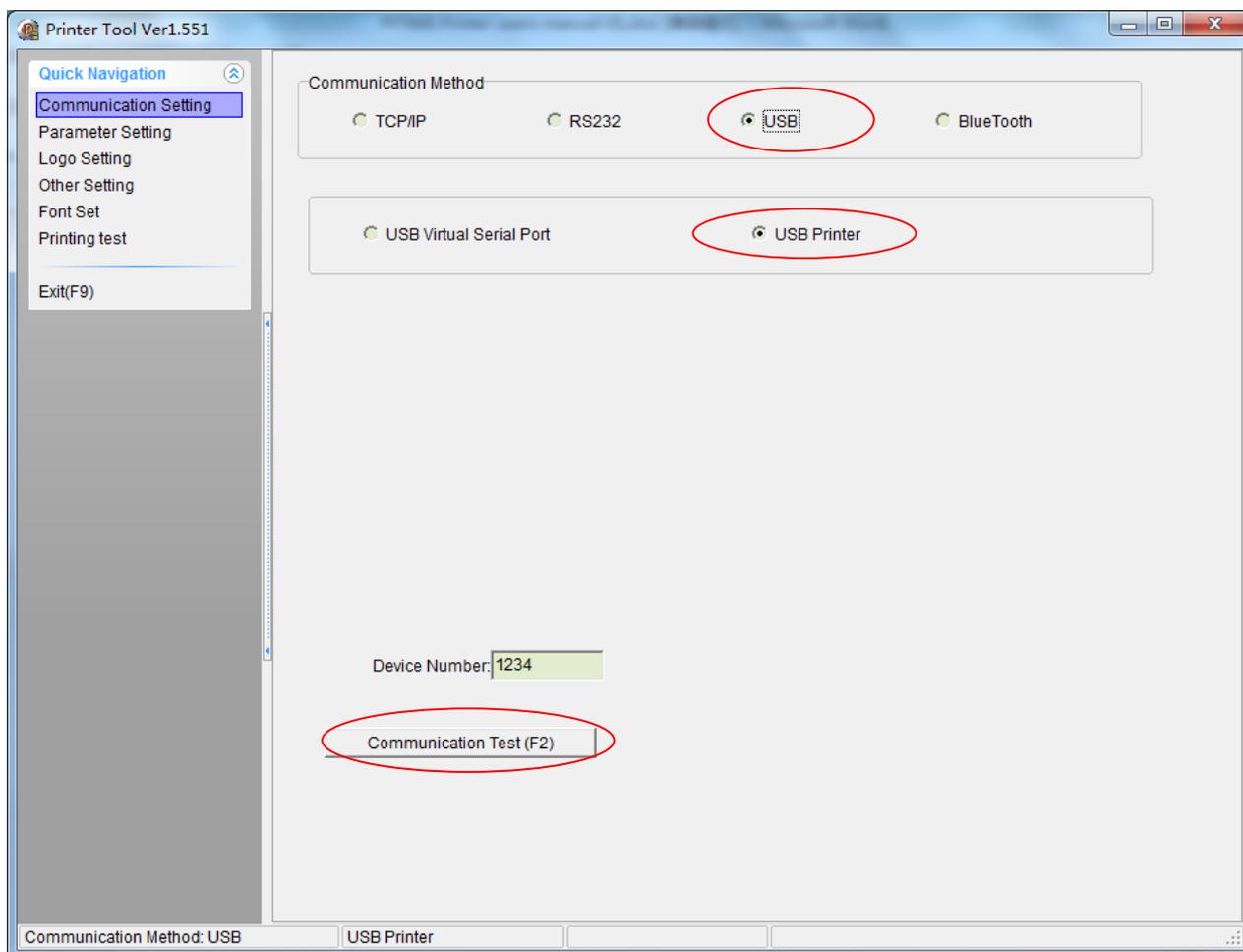


### Note:

- ◆ **Port:** Select the COM-Port from the Port drop-down list according to your communication port.
- ◆ **Baud Rate:** Select the baud rate from the drop-down list according to the baud rate of your printer.
- ◆ **Communication Test (F2):** Refer to chapter 7.1.1 in this manual.

### 7.1.3. USB Printer

If your printer is USB printer, select **USB** as the following picture.

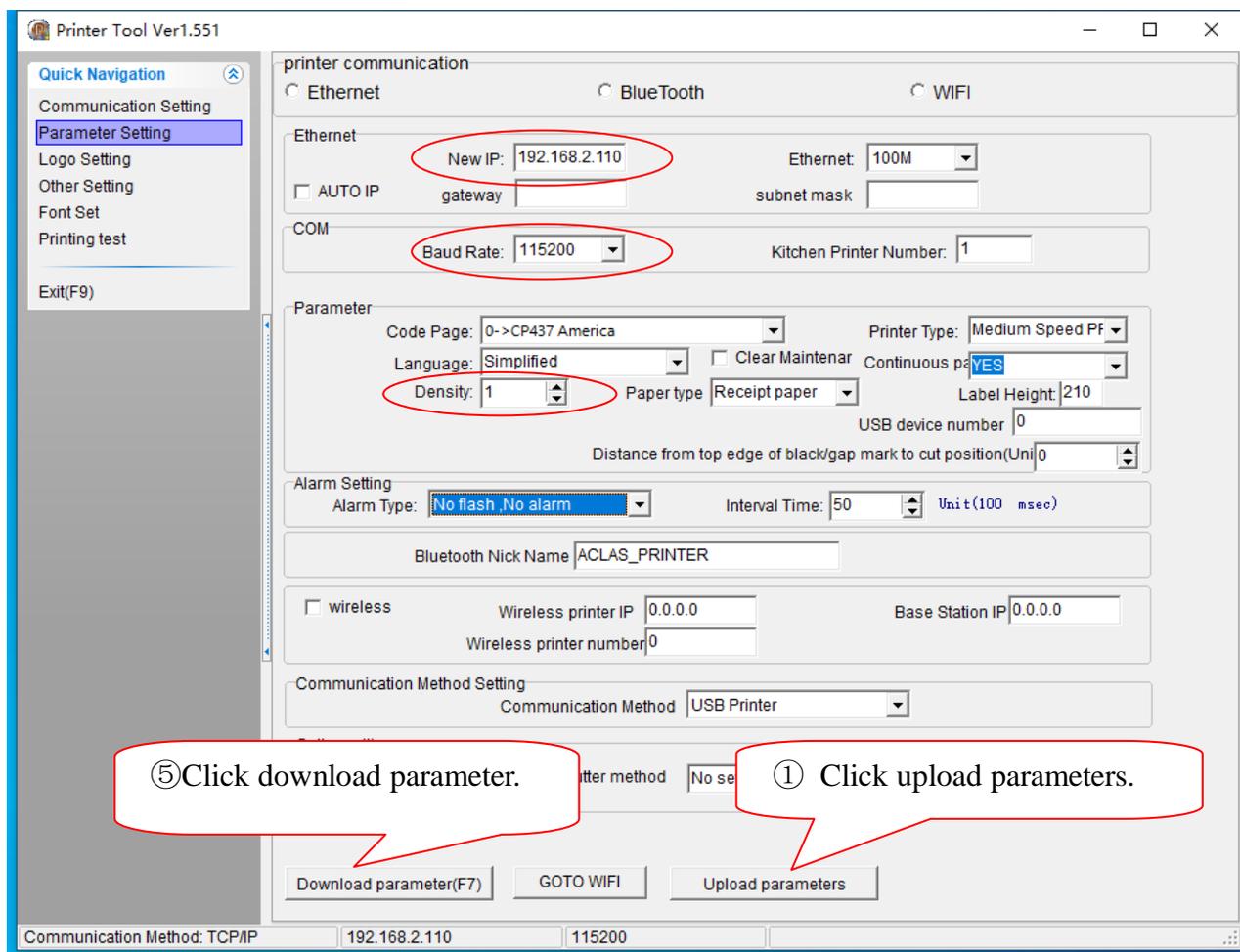


#### Note:

- ◆ When the USB printer is equipped with USB virtual serial port, select “**USB Virtual Serial Port**”. Otherwise select “**USB Printer**”.
- ◆ **Communication Test (F2)**: Refer to chapter 7.1.1 in this manual.

## 7.2 Parameter Setting

Click “Parameter Setting” in the “Quick Navigation” menu. The window is displayed as follows.



- Note:
- ② Input the new IP address of the printer, which is on the same network segment of the IP of the device which the printer connected with.
  - ③ Choose the baud rate according to the actual need.
  - ④ Density is used to adjust the printer density. It is usually set to 1.

Printer Tool Ver1.551

printer communication

Ethernet  BlueTooth  WIFI

Ethernet

New IP: 192.168.2.110 Ethernet: 100M

AUTO IP gateway subnet mask

COM

Baud Rate: 115200 Kitchen Printer Number: 1

Parameter

Code Page: 0->CP437 America Printer Type: Medium Speed PF

Language: Simplified  Clear Maintenar Continuous pa YES

Density: 1 Paper type Receipt paper Label Height 210

USB device number 0

Distance from top edge of black/gap mark to cut position(Uni) 0

Alarm Setting

Alarm Type: t(100 msec)

wireless station IP 0.0.0.0

wireless printer number

Communication Method Setting

Cutter setting

Download parameter(F7) GOTO WIFI Upload parameters

Communication Method: USB USB Printer

printertool

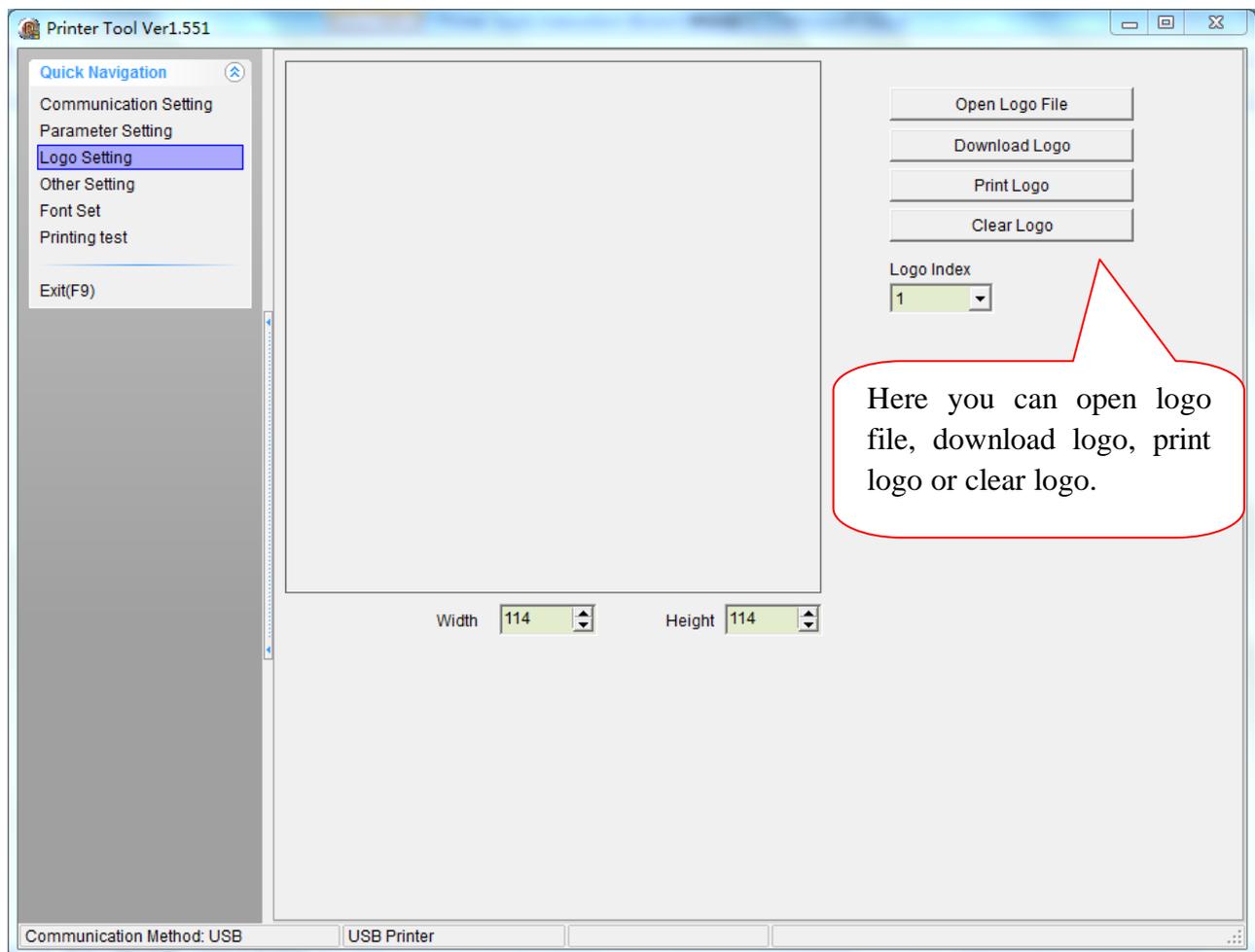
Succeed in downloading parameter! Restart the printer please.

OK

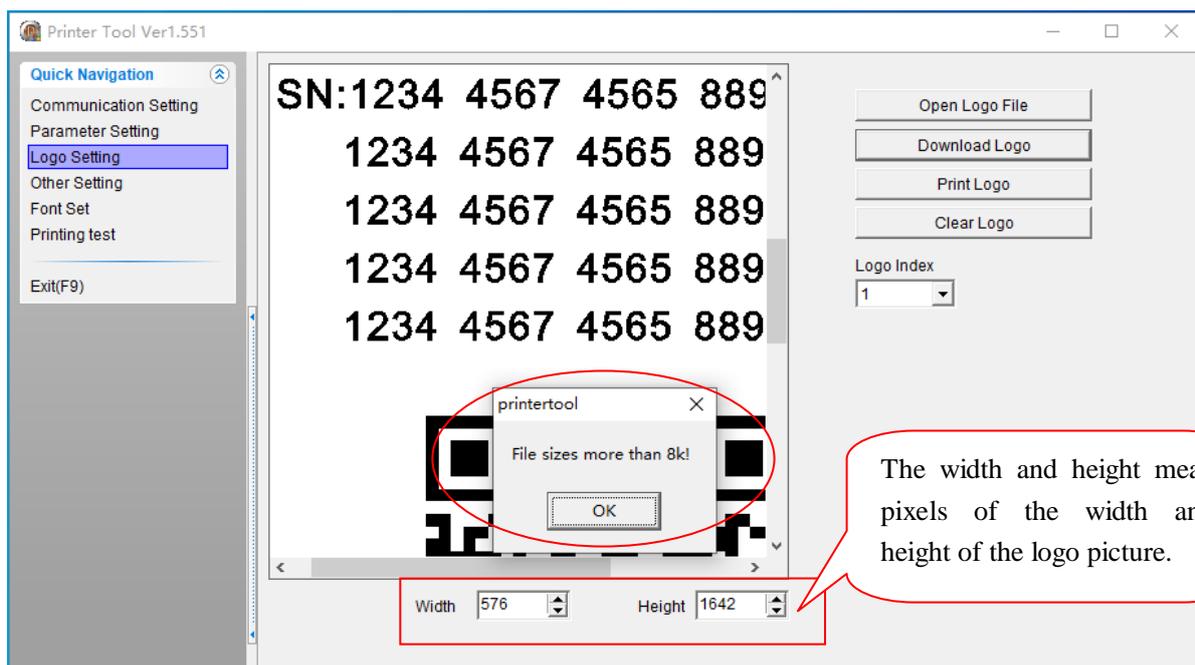
Click OK.

### 7.3 Logo Setting

If you want to set logo, you can click “**Logo Setting**” in the “**Quick Navigation**” menu. The window is displayed as follows.

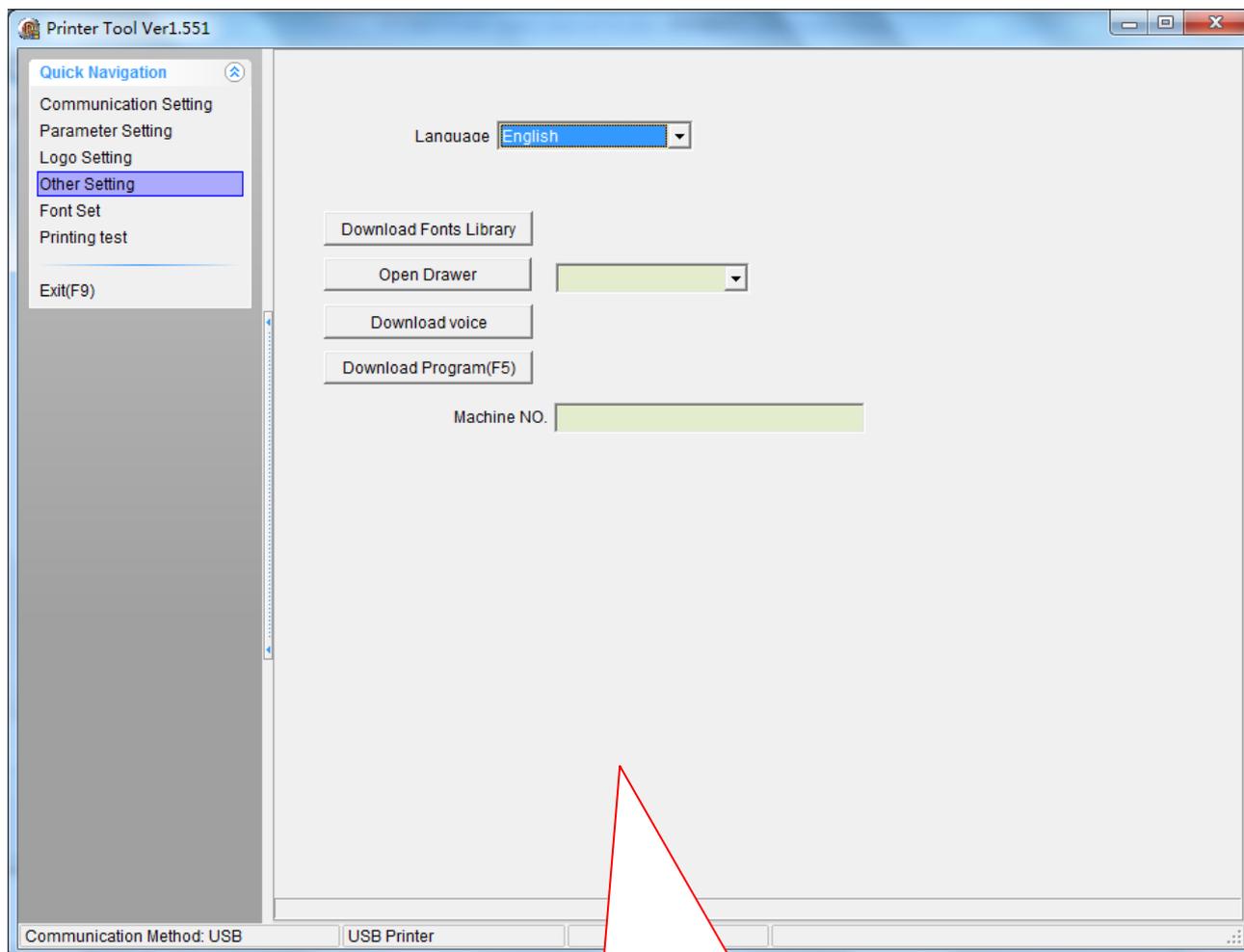


Note: the size of the logo file should be less than 8KB as shown in the following picture.



## 7.4 Other Setting

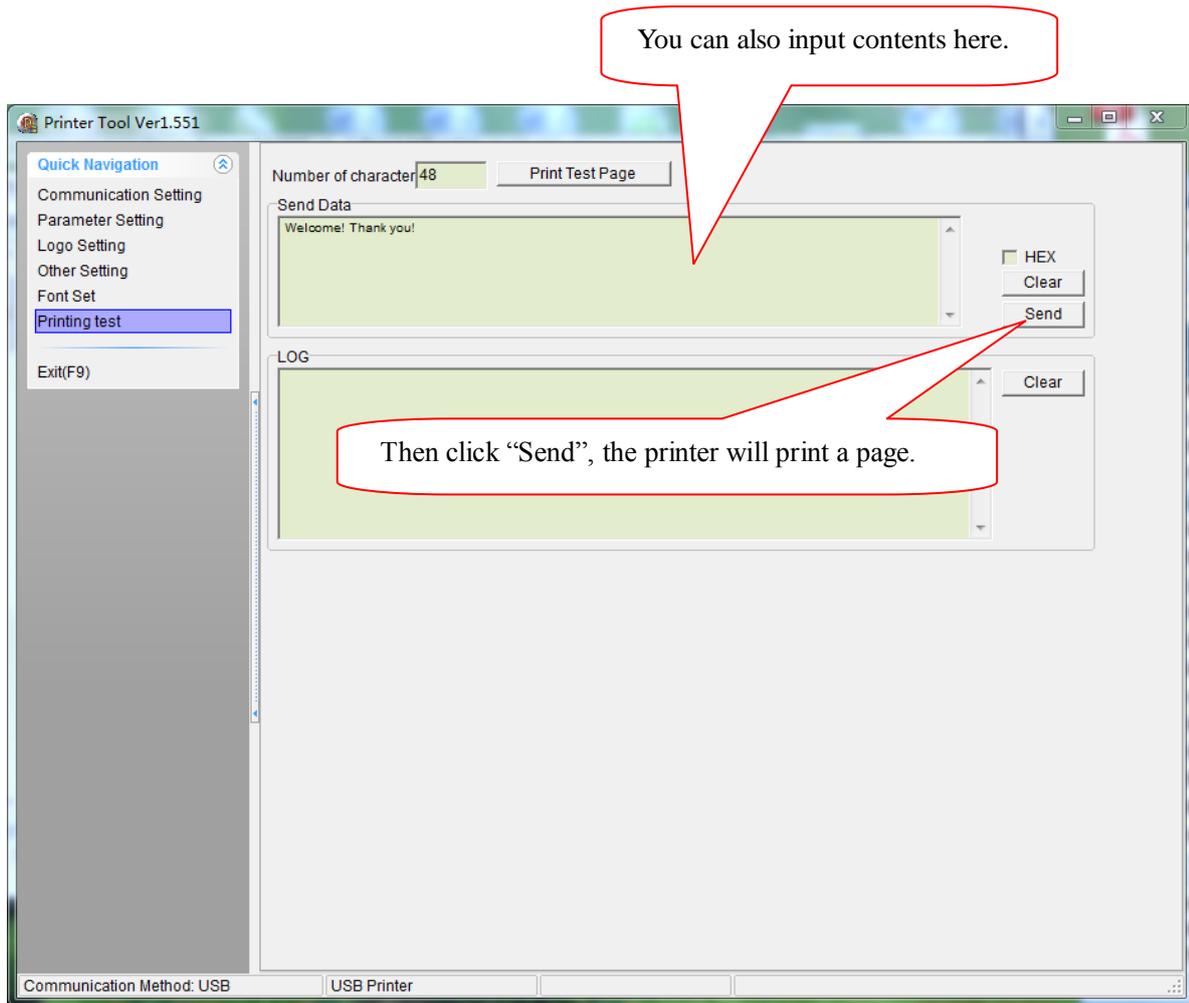
Click “**Other Setting**” in the “**Quick Navigation**” menu. The window is displayed as follows.



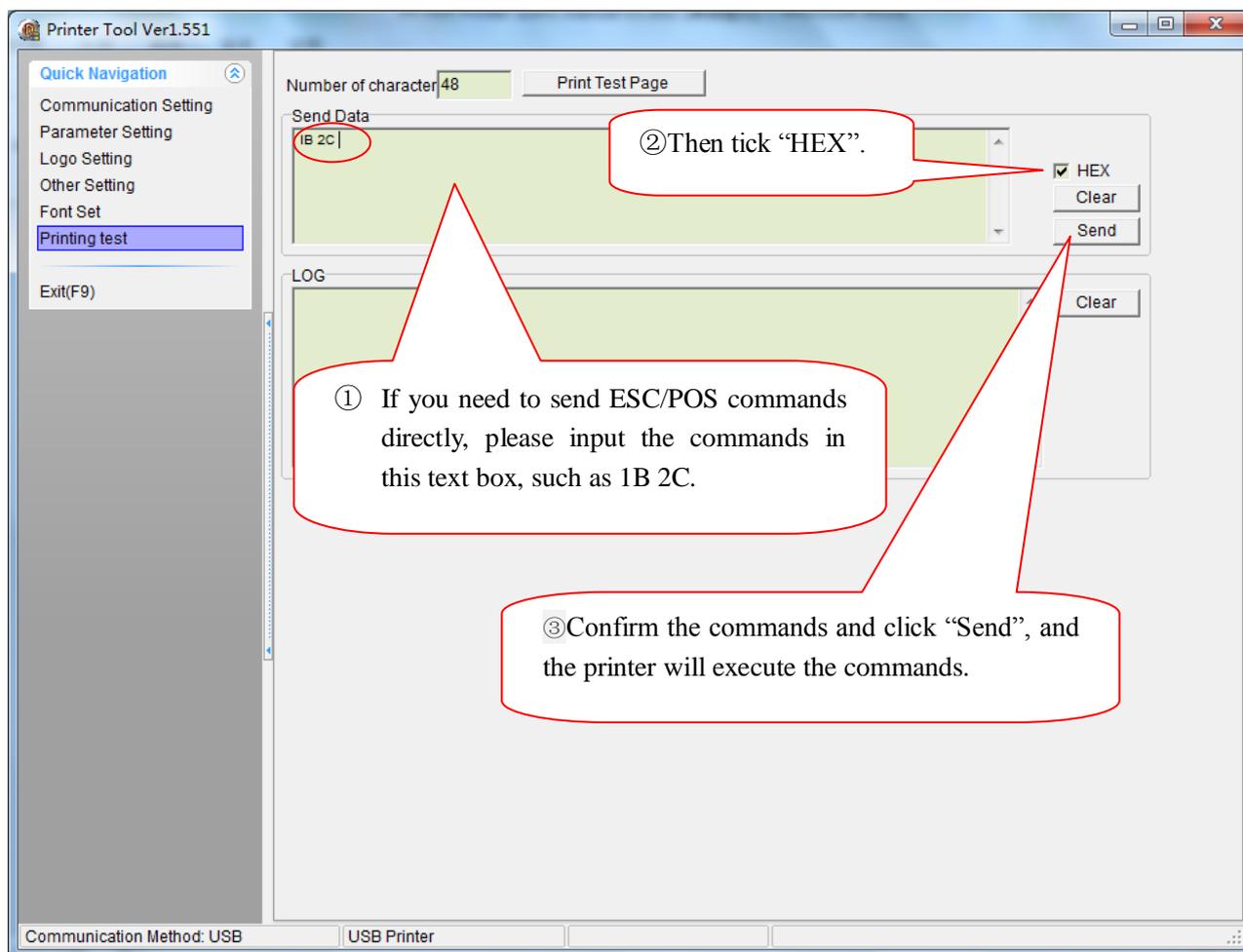
Here you can set language of the printer tool, test the function of drawer. Voice function is reserved, and this model is not supported at present. Download programs and fonts only if the printer program, fonts are damaged, please use with caution.



**The second method:**



### The third method:



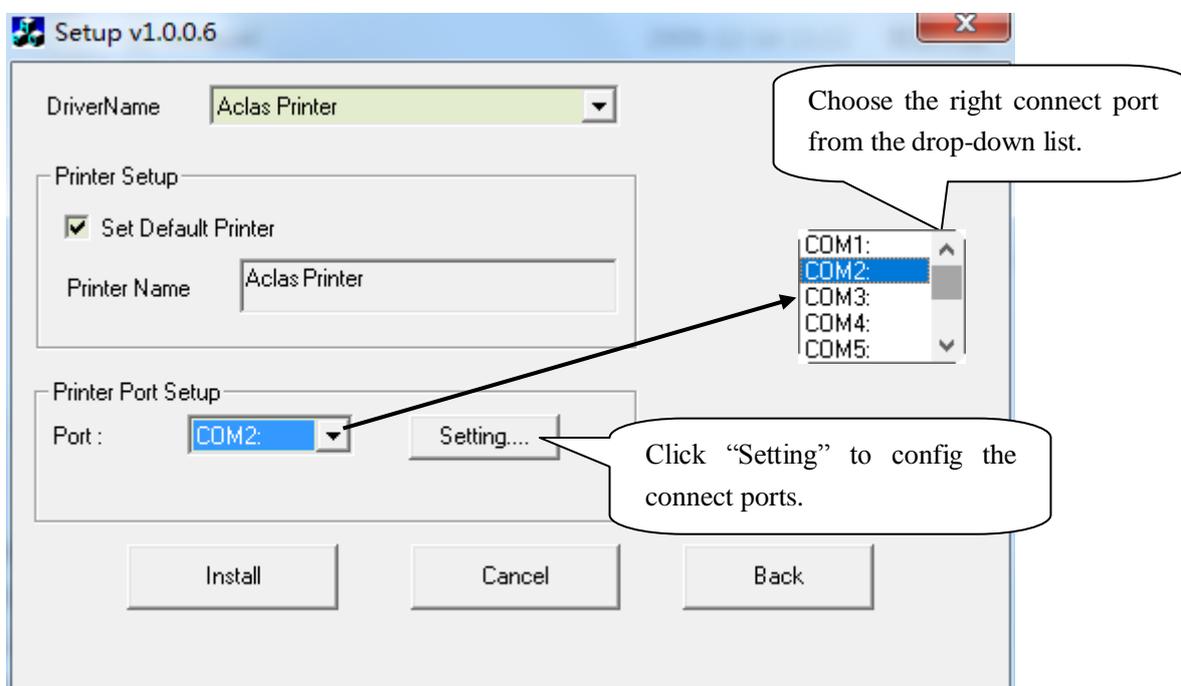
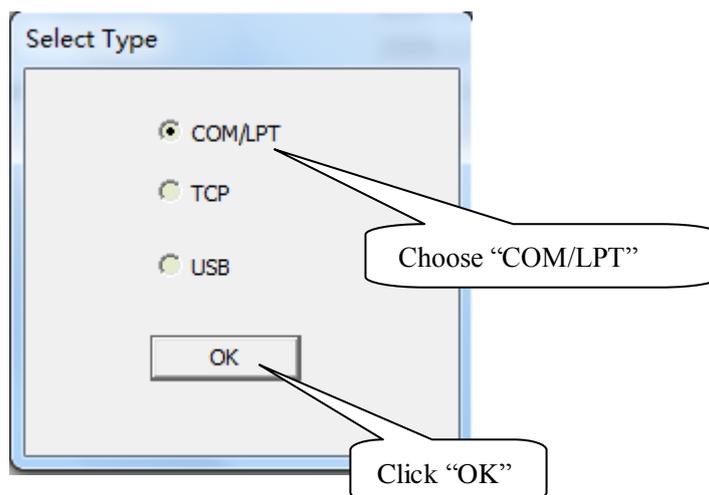
## 8 Printer Driver Installation Instruction

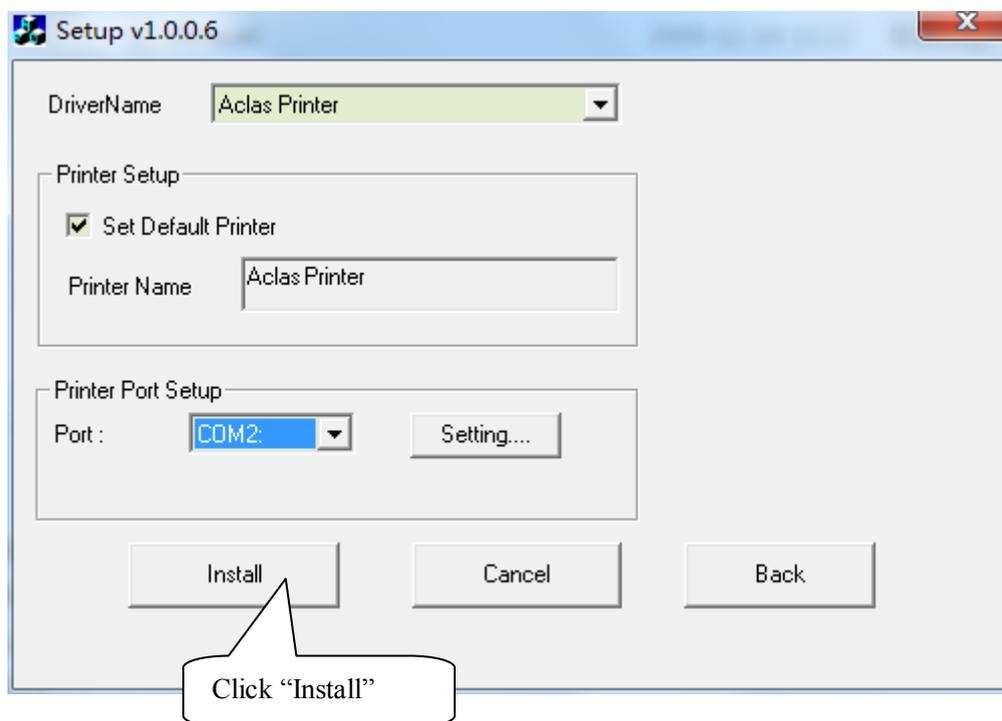
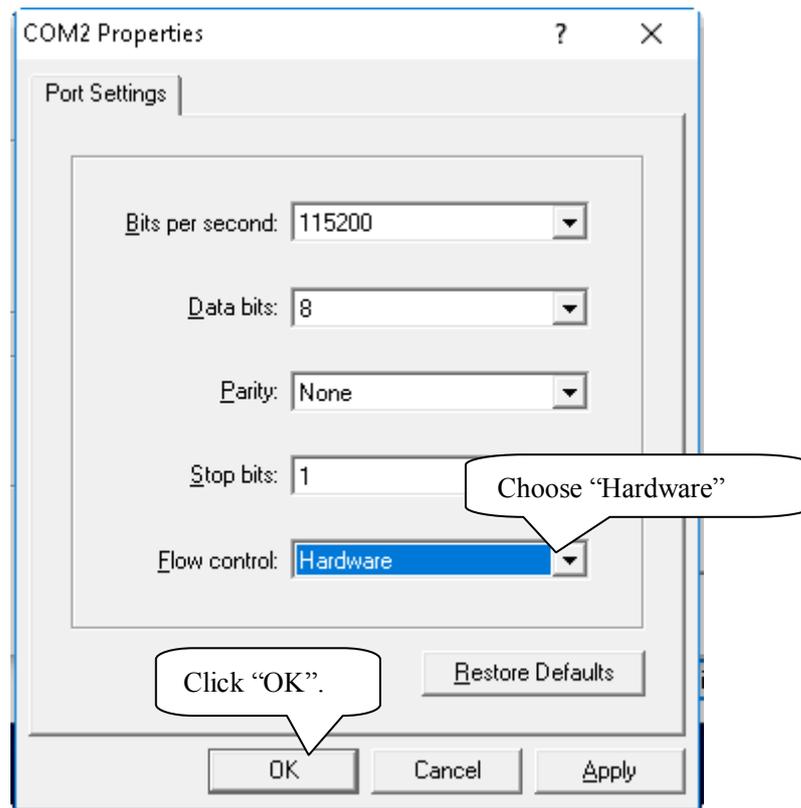
**Note:** you need to install this driver only if you do not know how to use the ESC commands. This driver is suitable for Windows XP system, Windows 7, Windows 8 and Windows 10.

### 8.1. Printer Driver Installation

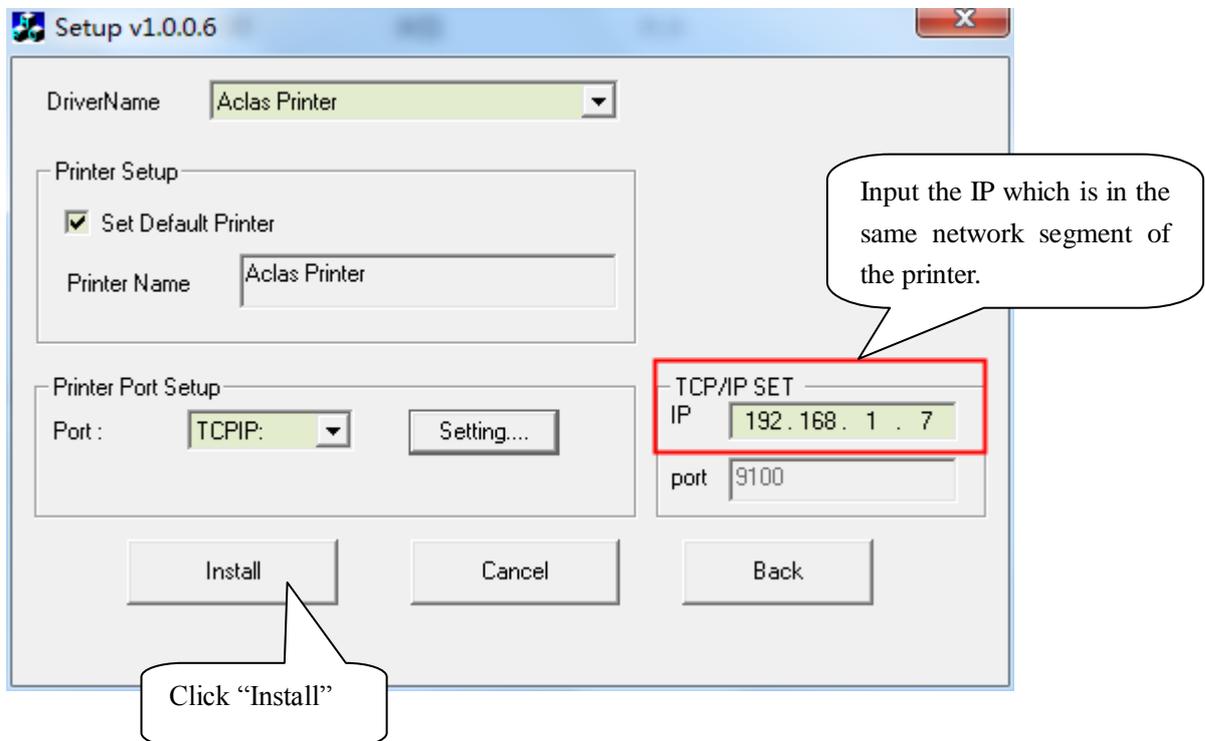
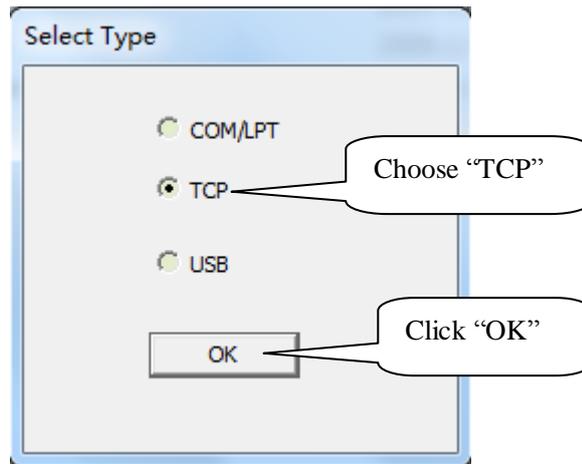
Connect the printer to PC, and double click “Setup.exe” in the file “Aclas Printer” to install the printer driver.

#### Type 1:

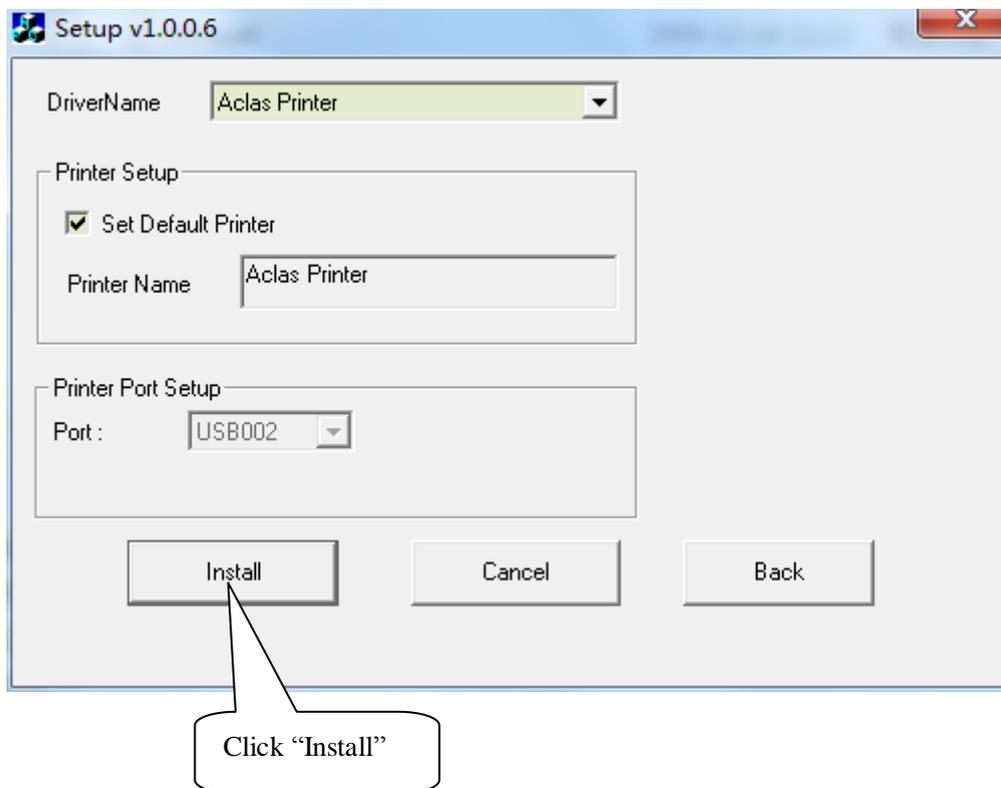
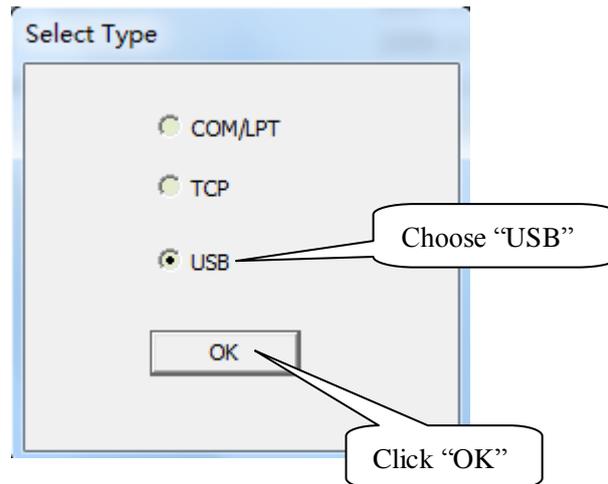




**Type 2:**



**Type 3:**

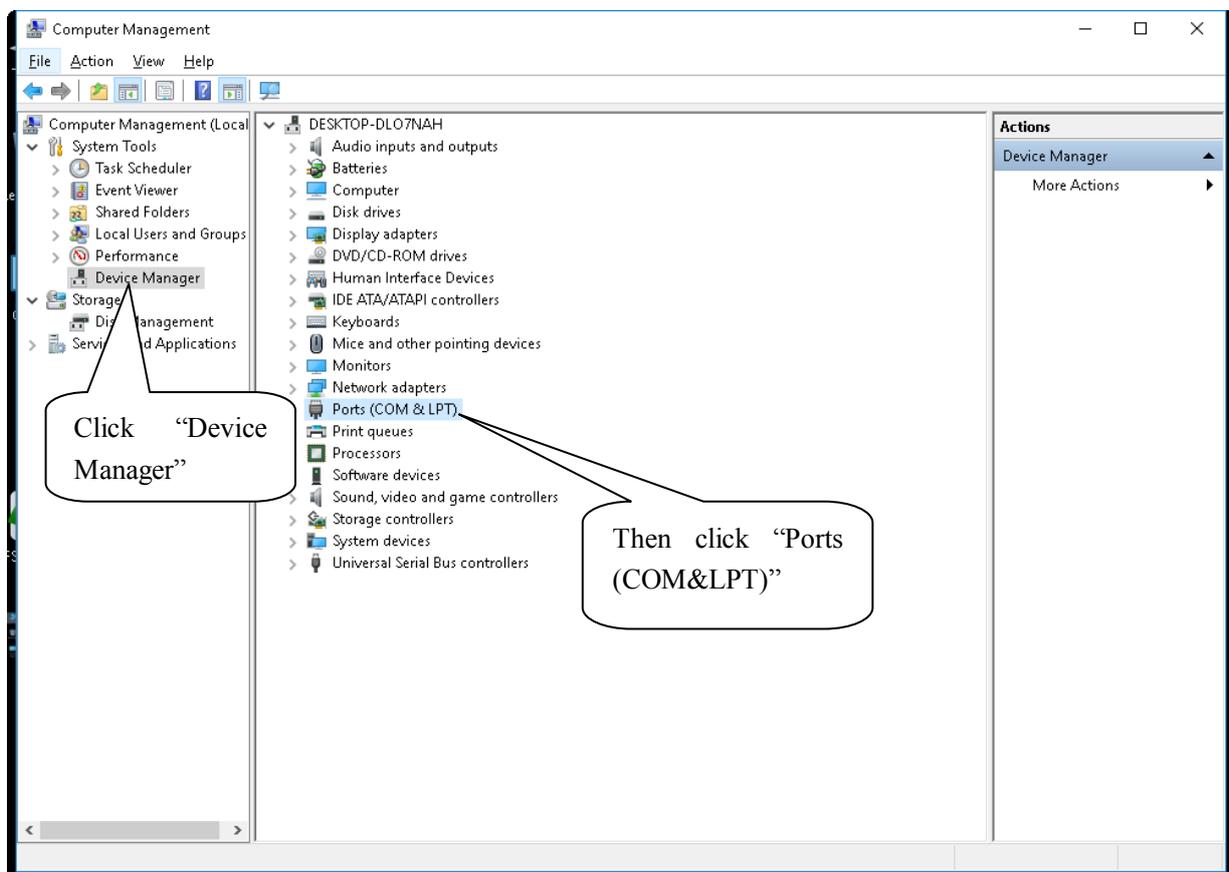
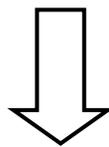
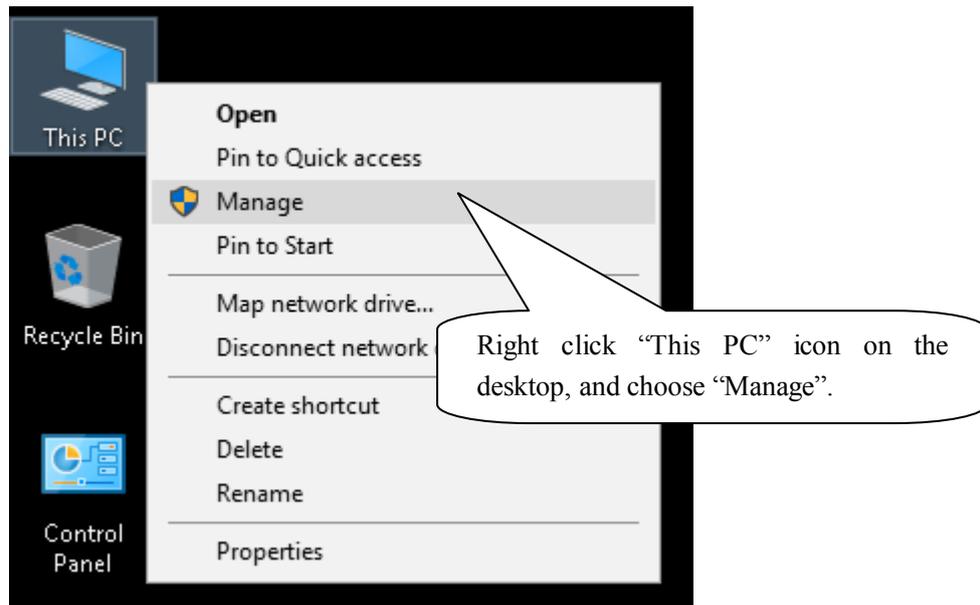


**Note:**

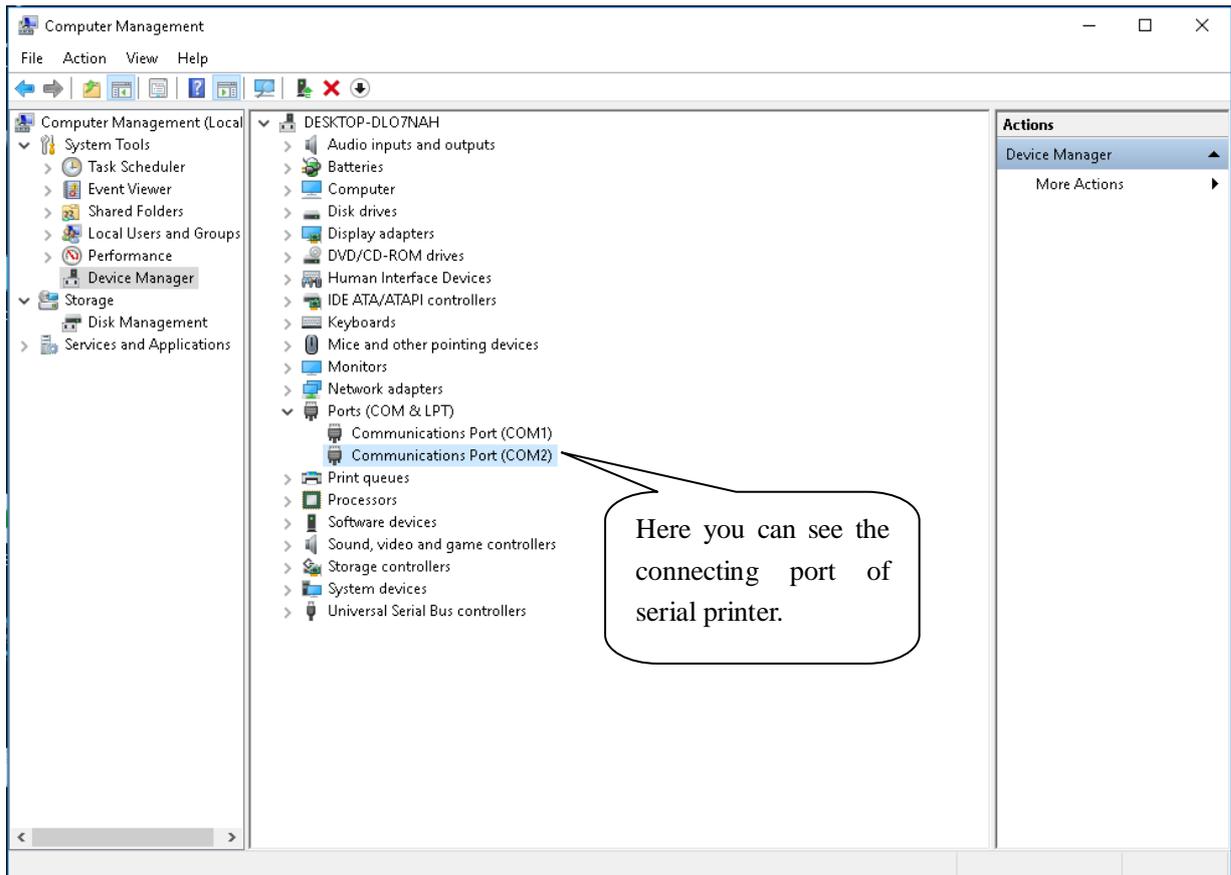
After installing the printer driver, you can use the printer. If the printer could not work, you can refer to Chapter 8.2 to see the connecting port and make sure that the connecting port you choose is correct and is not being used; then refer to Chapter 8.3 to configure port.

## 8.2. How to Know the Connect Port

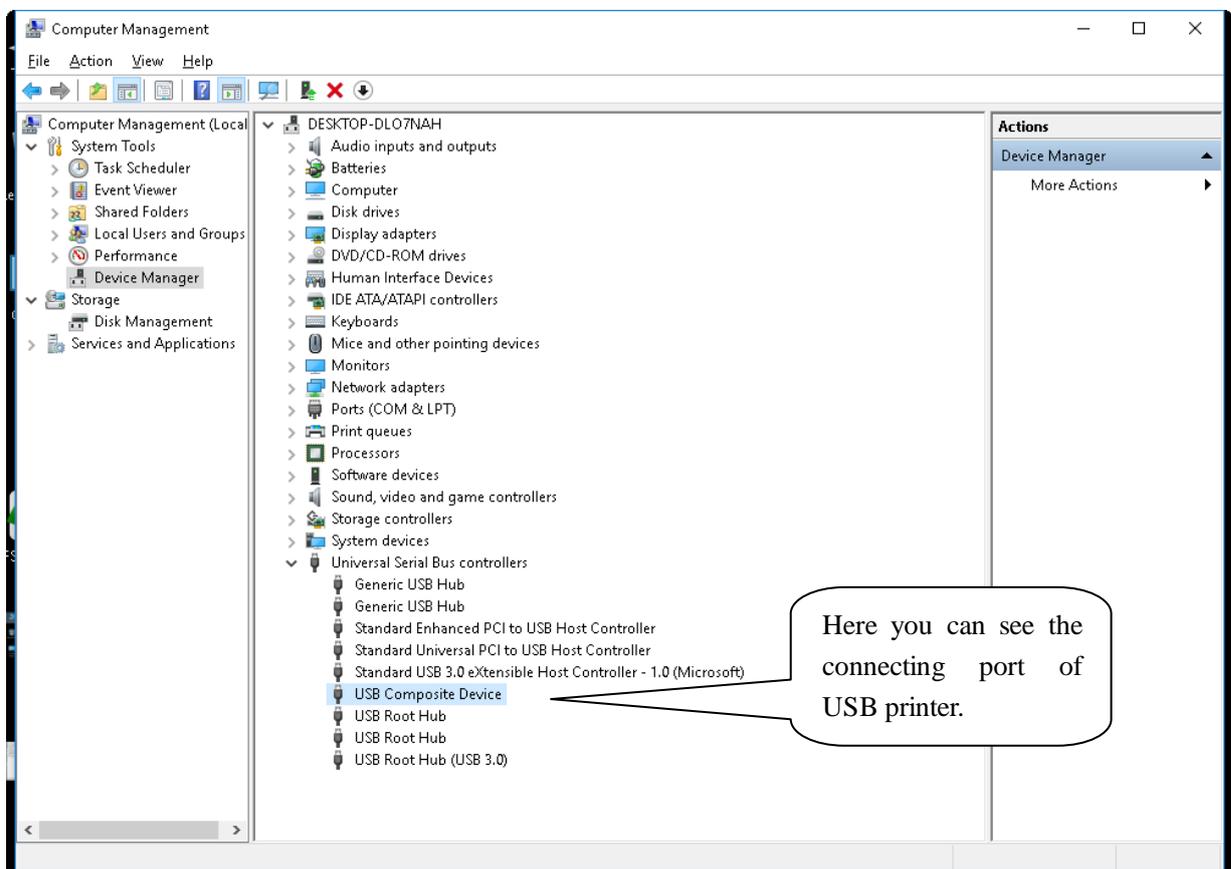
Connect the printer to the computer, follow steps below to know which port is connected.



Serial printer connect port:



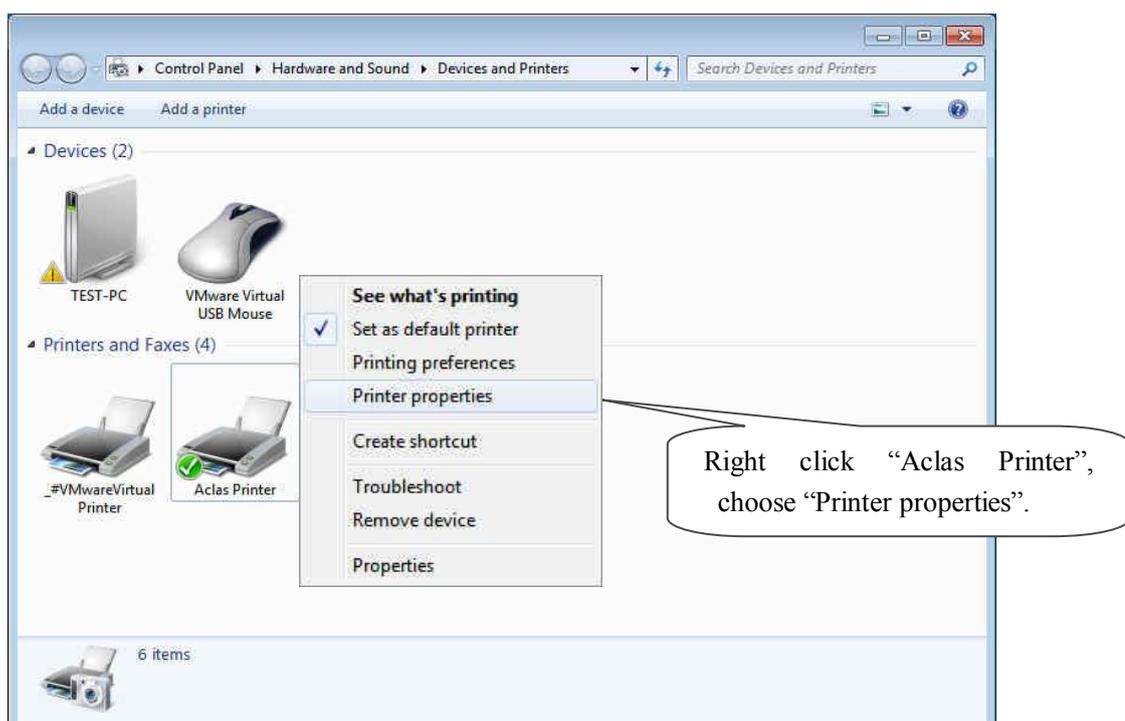
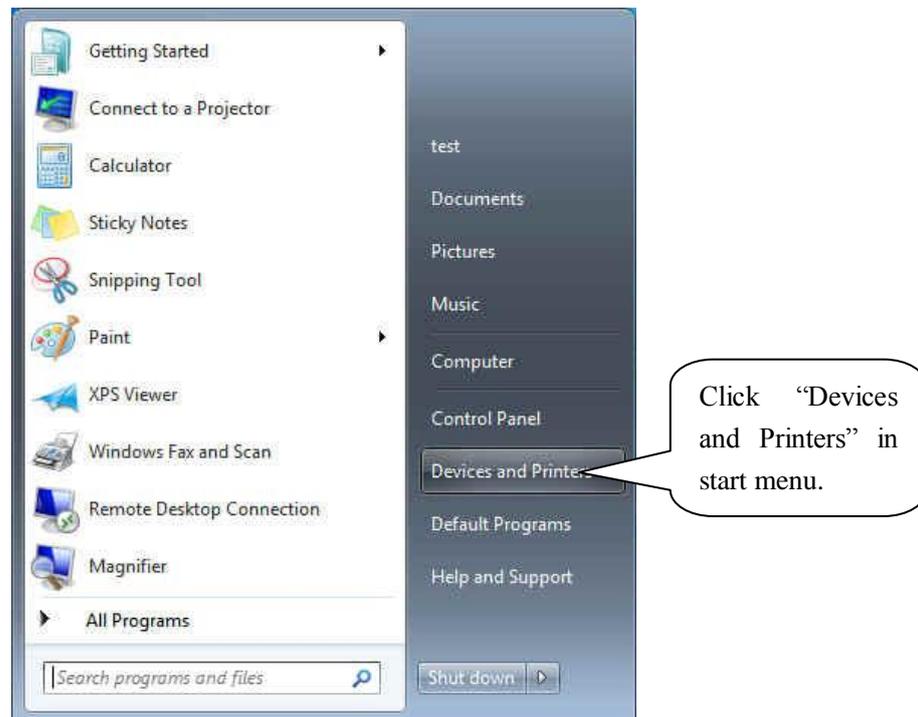
USB printer connect port:



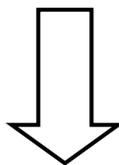
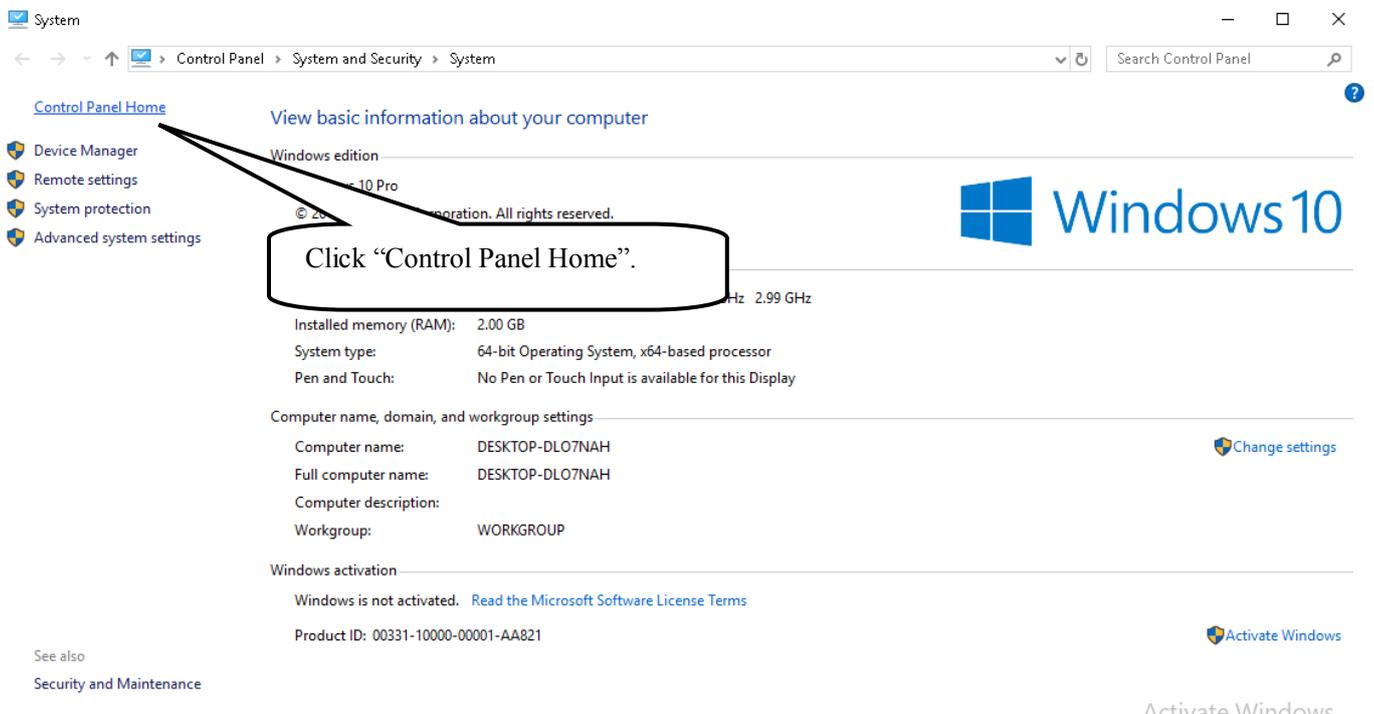
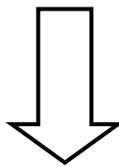
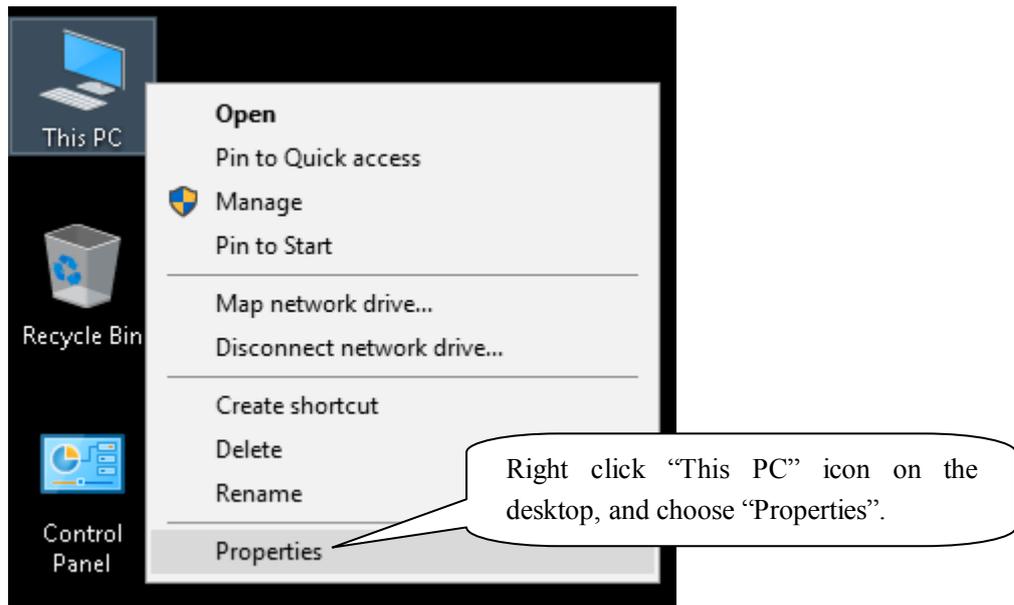
### 8.3. How to Config Connect Port

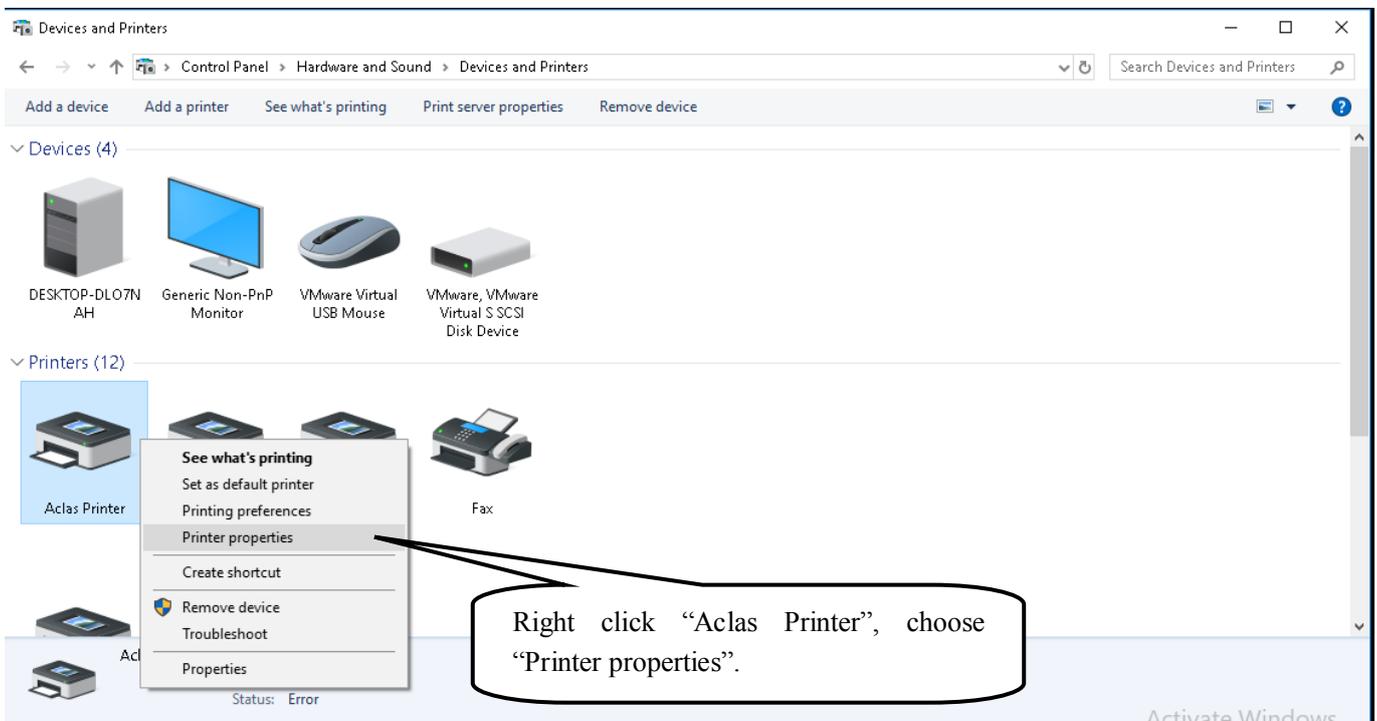
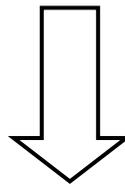
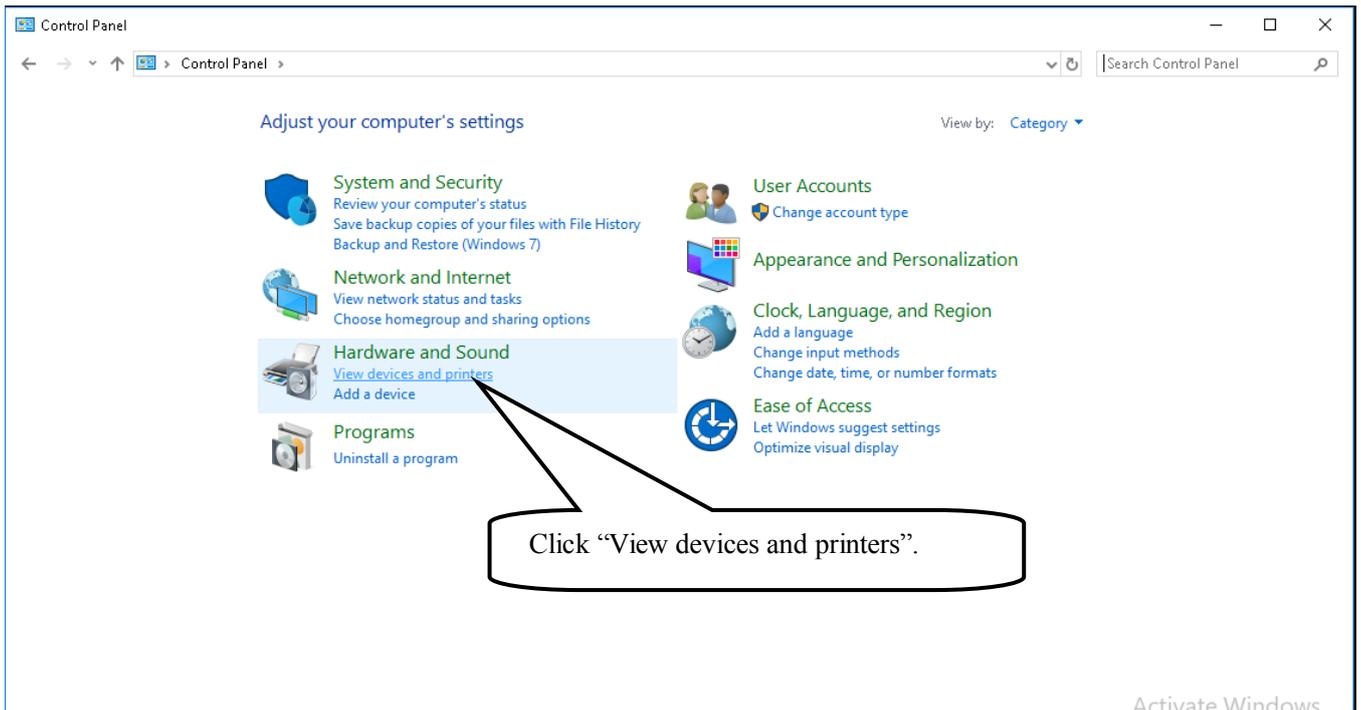
**Step1: Enter “Printer properties” interface of the printer first to configure port after knowing the connecting port. (The location of “Printer properties” varies slightly from system to system. No matter what system your PC has been installed, the goal is to find the location of “Printer properties”).**

- If your PC is installed with WIN7 system, please follow the below steps to enter “Printer properties” interface.



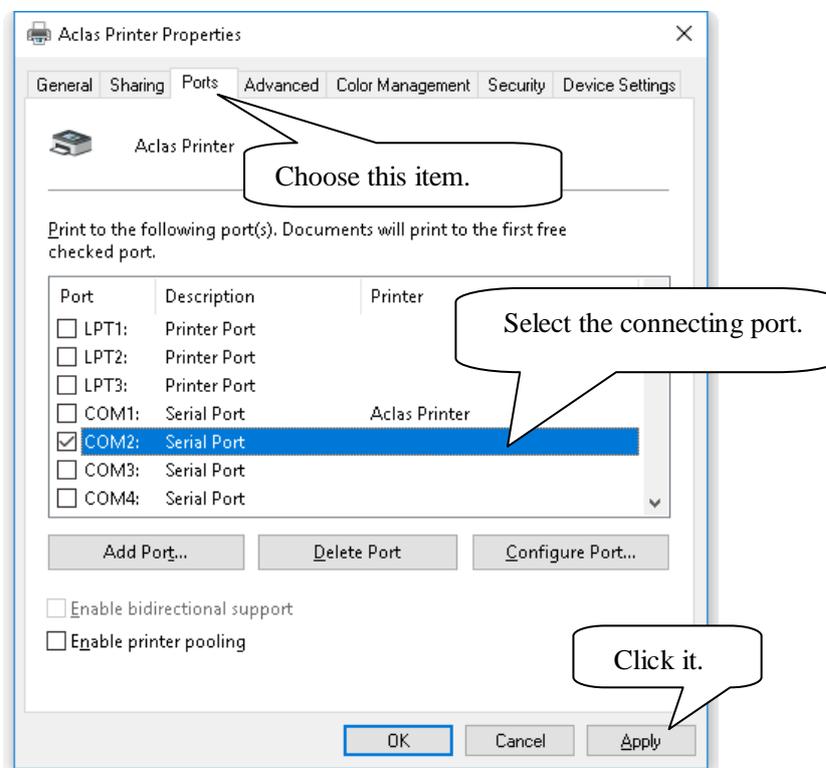
- If your PC is installed with WIN10 system, please follow the below steps to enter “Printer properties” interface.





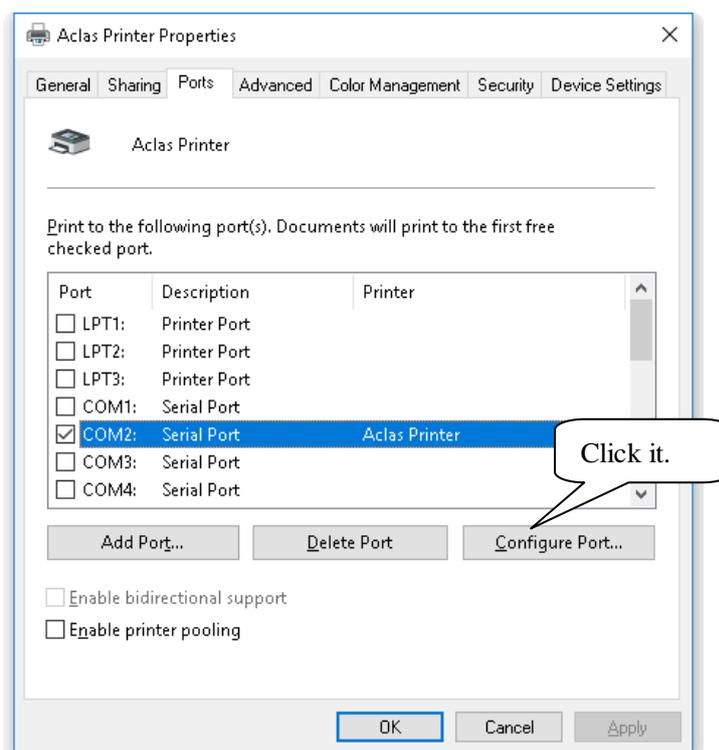
## Step 2: Choose connecting port

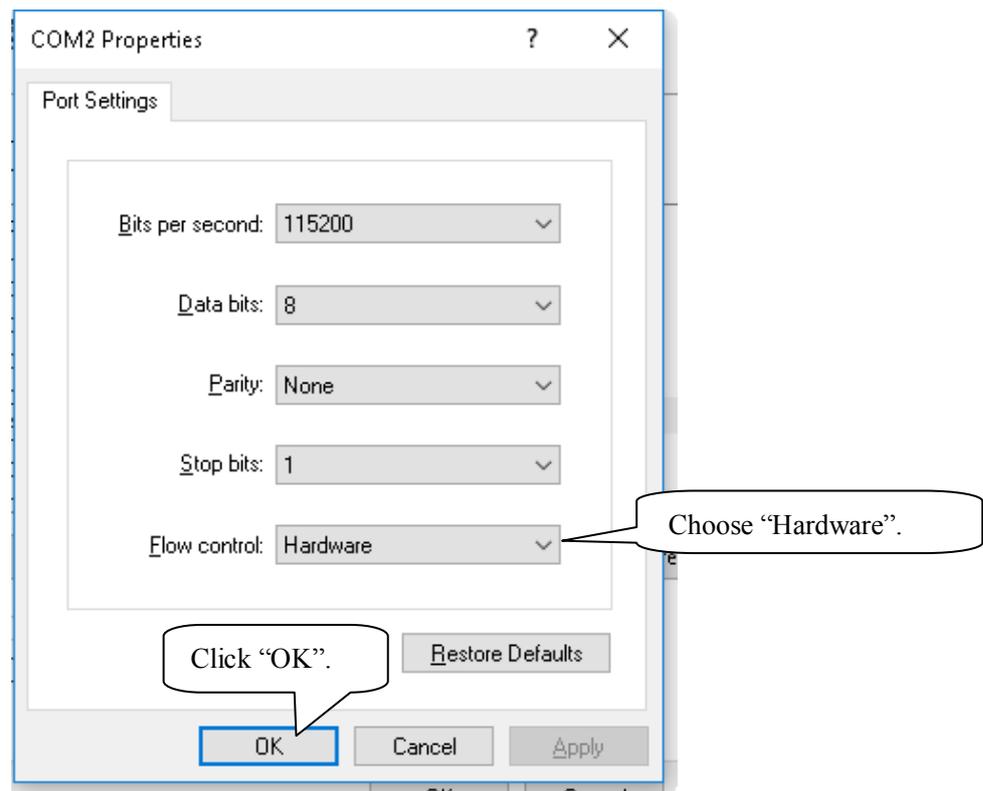
Choose the connecting port that you have known from Chapter 8.2. For example, the connecting port of the printer known from Chapter 8.2 is COM2, so you should choose COM2 in the following interface.



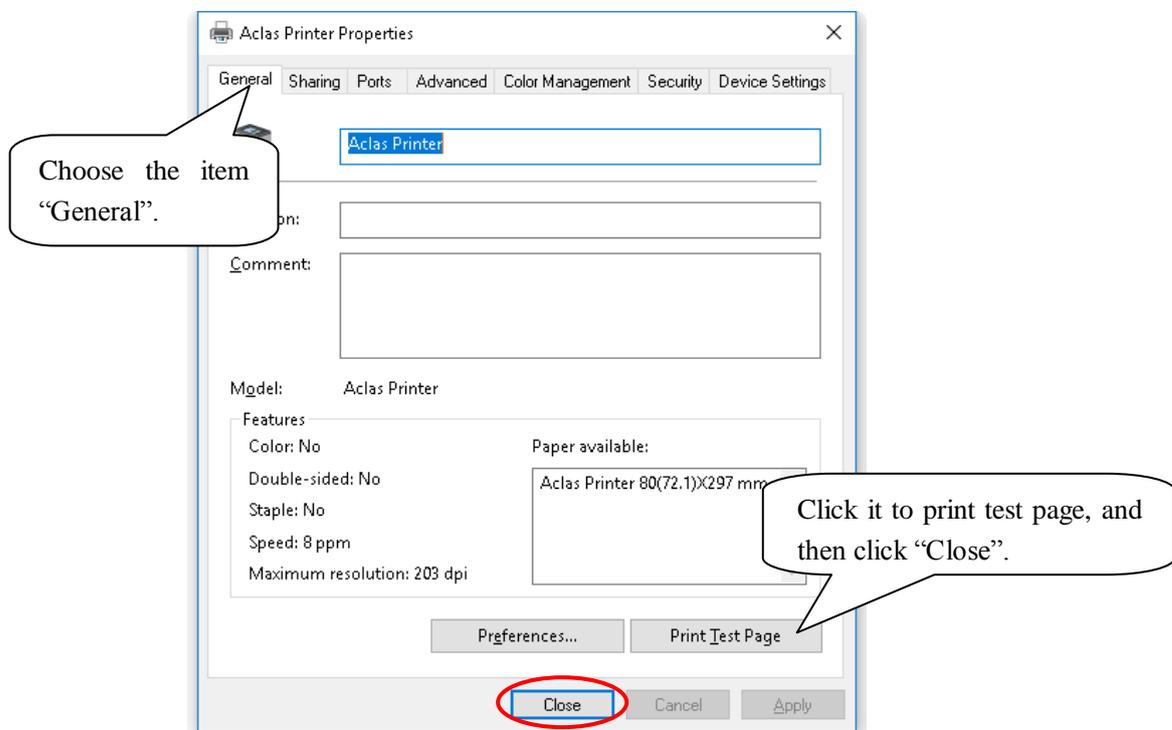
## Step 3: Configure port

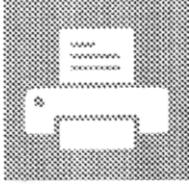
**Note: USB printers could skip this step, and go to step 4 directly.**





#### Step 4: Finish port configuration





## Windows Printer Test Page

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You have correctly installed your  
Aclas Printer on  
DESKTOP-DRTRP7D.

**PRINTER PROPERTIES**

Submitted Time:	3:44 PM
Date:	12/
User Name:	...VA
Computer Name:	DES
Printer Name:	Acl: Prir
Printer Model:	Acl: Prir
Color Support:	No
Port Name(s):	COI
Data Format:	RAV
Print Processor:	win
OS Environment:	Wir x64

**PRINT DRIVER PROPERTIES**

Driver Name:	Acl: Prir
Driver Type:	Typ 3 - Use Mo

**ADDITIONAL PRINT DRIVER FILES**

- C:\Windows\s...\STDNAMES.GPD
- C:\Windows\system3...\Aclas.DLL
- C:\Windows\system32...\Aclas.ini
- C:\Windows\sys...\ACLASUNI.DLL
- C:\Windows\sys...\ACLASUI.DLL
- C:\Windows\sys...\Aclasprinter.inf

Note: there is the information about computer name, printer name and port name etc. on the print test page. The printer can be used.

## 9 Contact Us

Customer satisfaction is our top priority. Therefore, please don't hesitate to contact us if you have any question or suggestion. It's our honor to offer the best solution and attention for you.

You can contact us as following ways:

 **Website:** [www.aclas.tw](http://www.aclas.tw)

 **Email:** [osa@aclas.com](mailto:osa@aclas.com)

 **Facebook:** @Pinnacle Aclas

 **Twitter:** @ArmPos

We will response within one business day. Thank you so much for your time and patience :-)

