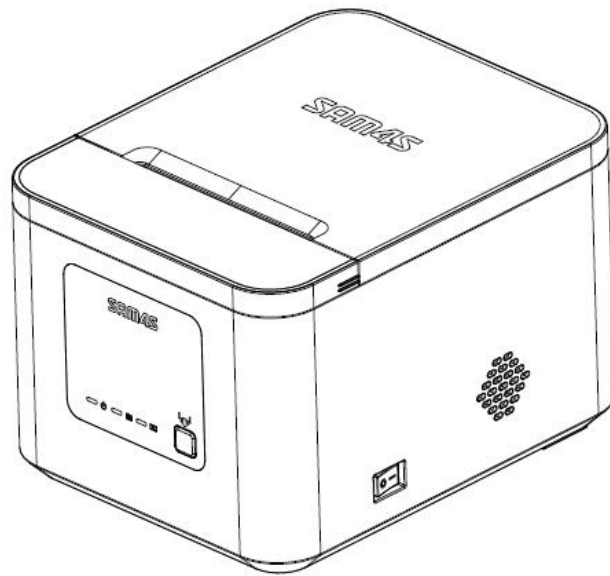


SAM4S

HCUBE-102W

User Manual



Rev.1.0

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Statement

Copyright

This manual is printed in 2024.

Printed in China.

Version 1.0

Warnings



This must be complied with in order to avoid any damage to the human body and to the equipment.



This is showing the important information and tips for the printer operating.



Note: Due to the continuous improvement of the product, the specifications, fittings, parts, designs and procedures described in the manual are subject to the actual machine without prior notice.

Important Safety Instructions

◆ Safety Warning



Warnings: The print head will become very hot during printing; avoid contact with the print head after printing has finished.



Warnings: Do not touch the printer head and connector in case static damage the printer head.

◆ Instructions

Carefully read the installation and operating instructions provided with the printer before starting up your printer.

- 1) Place the printer on a flat and stable surface.
- 2) Leave enough space around printer for operation and maintenance.
- 3) Do not place the printer on or near a heat source.
- 4) Do not use the printer near water. Never spill liquid into the printer.
- 5) Do not expose the printer to high temperatures, direct sunlight or dust.
- 6) Protect the printer from shock, impact and vibration.
- 7) Be certain the power source is within the voltage rating and frequency listed for the printer.
- 8) Switch off the printer power supply when won't use it for a long time.
- 9) Do not place the power cord where it can be stepped on. If the power cord becomes damaged or frayed, replace it immediately.
- 10) To ensure the print quality and reliability, you are suggested to use the recommended paper or the same quality paper.
- 11) Please switch off the power supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
- 12) Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
- 13) Keep this User Manual in a place which is easily accessible at all times.

◆ Other Precautions

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◆ WEEE (Waste Electrical and Electric Equipment)

This information only applies to customers in the European Union, according to Directive 2012/19/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 04 July 2012 on waste electrical and electronic equipment, and to customers in countries in Europe, Middle East and Africa(EMEA) where they have implemented equivalent regulations.



For other countries, please contact your local government to investigate the possibility of recycling your product.



Note: The product needs to be reliably earthing after being powered on.



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

1 OVERVIEW

1.1 Introductions

HCUBE-102W is a thermal receipt printer, featured by high print quality, high print speed, high stability, etc. It can be used in commercial POS system, food industry and occasions which need real-time field print receipts.

HCUBE-102W can connect with other equipment through serial, USB, Ethernet and cash drawer interfaces. And the printer drivers are available for the WINDOWS 7/WINDOWS 8/WINDOWS 10/WINDOWS 11/WINDOWS Vista operating system.

1.2 The Main Features

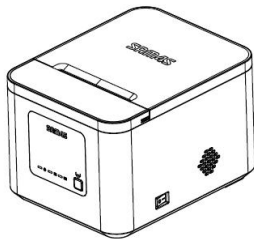
- 1) Low noise
- 2) High print speed
- 3) Easy paper loading
- 4) Cash drawer interface

2 GETTING STARTED

2.1 Packing List

After receiving your printer, please check for possible shipping damage:

- 1) Inspect the outside of both the box and the printer for possible damage.
- 2) Check whether you have received the following accessories together with the printer, if there are any items missing, please contact your local dealer.



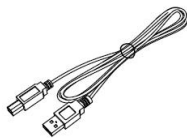
Printer



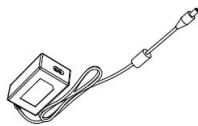
Power Cord



Quick Start Guide



USB Cable



Power Adapter



Paper Roll

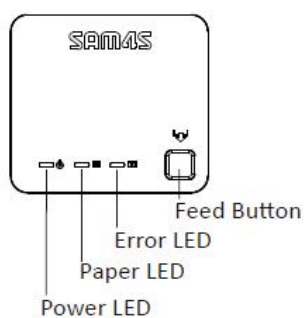
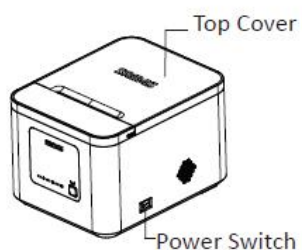


Notes:

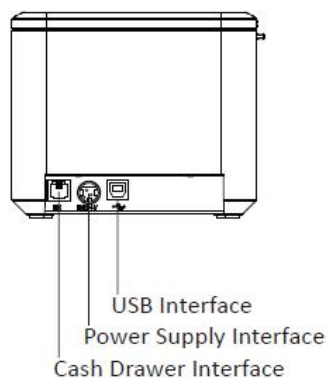
- 1) *The power cord varies by region.*
- 2) *The items in the package are actually dependent on the order.*

2.2 Appearance

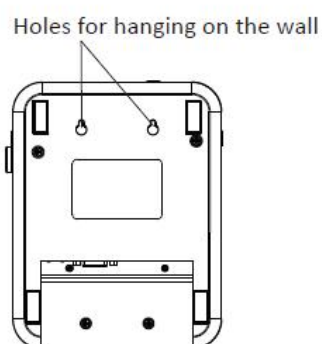
■ Front & Side View



■ Back View



■ Bottom View



Note: Wi-Fi and Bluetooth interfaces are embedded in the printer.

3 SPECIFICATION

3.1 Printer Specification

| Item | | Parameter |
|-----------------------|--------------------|---|
| Printing Parameter | Printing Method | Direct thermal line printing |
| | Resolution | Default 203 dpi, 180 dpi can be emulated |
| | Printing Width | 72mm / 48mm |
| | Printing Speed | Max. 230mm/s |
| | Printing Density | Adjustable from degree 1 to degree 4 |
| | Printing Direction | Vertical and horizontal |
| Interface | Standard | USB Type-B, Serial, Ethernet, Cash drawer |
| | Optional | USB+WiFi+BT, USB+WiFi, USB+BT |
| Auto cutter | | Partial cut |
| Page mode | | Support |
| Memory | RAM | 4MB |
| | Flash | 4MB |
| Character set | Font | ANK Font A: 12*24 Font B: 9*17 CHN: GBK 24*24dots |
| | Number of Columns | 48/64 |
| | Alphanumeric | 95 |
| | Code Page | PC437(std.Europe), Katakana, PC850(Multilingual), PC860(Portuguese), PC863(Canadian), PC865(Nordic), PC857(Turkish), PC737(Greek), ISO08859-7(Greek), WPC1252, PC866(Cyrillic #2), PC852(Latin 2), PC858(Euro), KU42(Thai), TIS11(Thai), TIS18(Thai), PC720(Arabic), WPC775(Baltic Rim), PC855(Cyrillic), PC862(Hebrew), PC864(Arabic), ISO8859-2(Latin2), ISO8859-15(Latin9), WPC1250(Latin 2), WPC1251(Cyrillic), WPC1253(Greek), WPC1254(Turkish), WPC1255(Hebrew), WPC1256(Arabic), WPC1257(Baltic Rim), WPC1258(Vietnamese), MIK(Cyrillic), PC755(Latin 2), Iran, Iran II, Latvian, ISO-8859-1(WestEur), ISO-8859-3(Latin 3), ISO-8859-4(Baltic), ISO-8859-5(Cyrillic), ISO-8859-6(Arabic), ISO-8859-8(Hebrew), ISO-8859-9(Turkish), PC856, PC3848(ABICOMP), MONGOLIAN, VISCII |
| Graphics | | Support bitmap printing with different density and user defined bitmap printing (Max. 196K for total) |
| Barcode | 1D | UPC-A, UPC-E, CODE39, CODE93, CODE128, ITF, CODABAR, EAN8, EAN13 |
| | 2D | QR Code, PDF417 |
| Detection | Sensor | Paper end, cover opening, cutter jam, TPH over-temperature |
| LED indicator | Power Indicator | Blue |
| | Paper Indicator | Orange |
| | Error Indicator | Red |

| Item | | Parameter |
|---------------------|---------------------------|--|
| Power supply | Input | AC100V-240V 50/60Hz |
| | Output | DC 24V±5%, 1.5A |
| Paper | Paper Loading | Easy-loading structure of upward open cover |
| | Paper Type | Standard thermal paper |
| | Paper Width | 79.5±0.5mm/57.5±0.5mm |
| | Paper Thickness | 0.056~0.13mm |
| | Paper Roll Diameter | 83mm Max. |
| Condition | Operating | 0~45℃ / 5~95%RH No condensation |
| | Storage | -20~70℃ / 15~95%RH No condensation |
| Reliability | TPH Life | 100km |
| | Cutter Life | 1,500,000 times |
| Emulation | | ESC/POS |
| Packing Information | Printer Dimension (W*D*H) | 140mm*179mm*117mm |
| | Accessories | Power adaptor, Power Cord, Quick Guide, USB Cable |
| Driver | | Windows 7/8/10, Windows Server 2008/2012/2016 Linux, Javapos, OPOS, MacOS |

3.2 Printing Media Specification

3.2.1 Continuous Thermal Paper Specification

Paper Type : Standard thermal paper

Paper Width : 79.5±0.5mm/57.5±0.5mm

Paper Outer Diameter : Max. 83 mm

Paper Thickness : 0.056~0.13mm

3.2.2 Notices



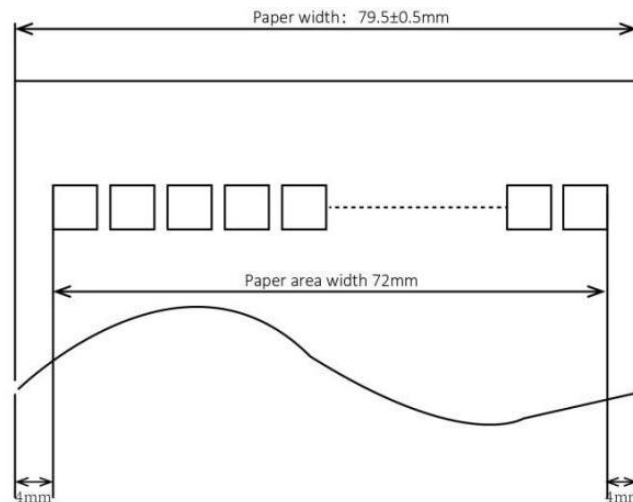
Notes:

- 1) Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal printer head life;***
- 2) Don't stick the paper on the core of paper roll.***
- 3) If the thermal paper is polluted by chemical or oil, the thermal paper heat sensibility would decrease, which would influence the printing quality;***
- 4) Don't use finger nail or hard articles to touch the surface of thermal paper, otherwise it will cause color fading;***
- 5) When the environment temperature is higher than 70°C, the thermal paper color will fade, so pay attention to the influence of temperature, humidity and sunlight.***

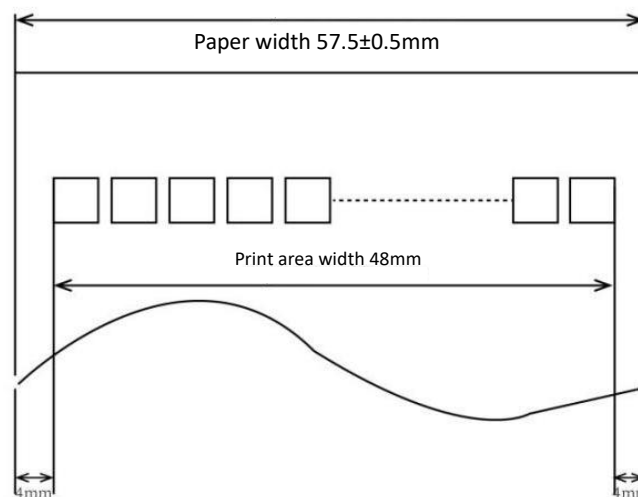
3.3 Printing and Cutting Position

3.3.1 Printing position

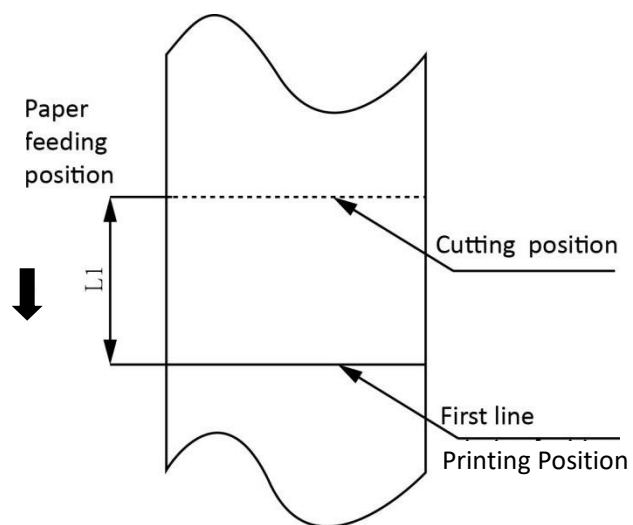
79.5±0.5 mm Print Paper



57.5±0.5 mm Print Paper



3.3.2 Cutting Position

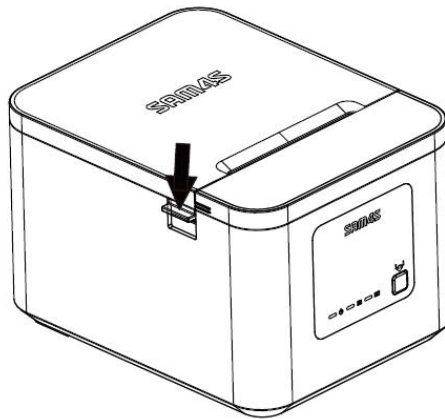


| Type | Paper Cutting Position(L1) |
|------------|----------------------------|
| HCUBE-102W | 8.5mm |

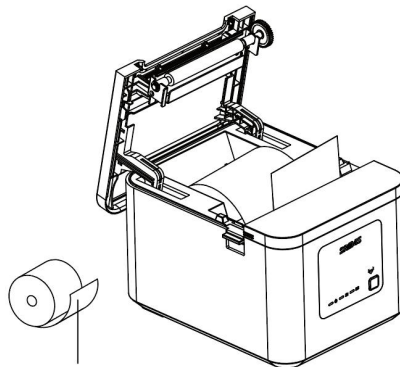
4 INSTALLATION AND USAGE

4.1 Media Loading

- 1) Press the cover opening button to open the top cover.
- 2) Remove the used roll paper core, if any.

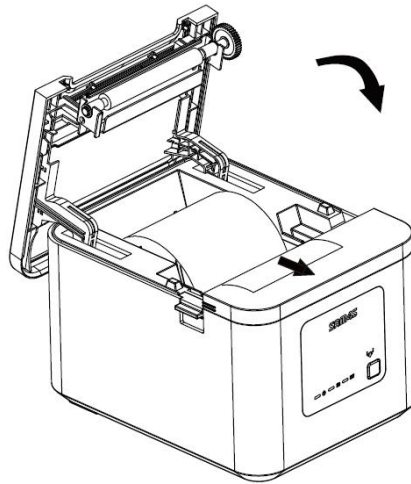


- 3) In the correct direction of the roll paper, load the paper.



Print Side (Thermosensitive Layer)

- 4) Pull out some roll paper and close the top cover.

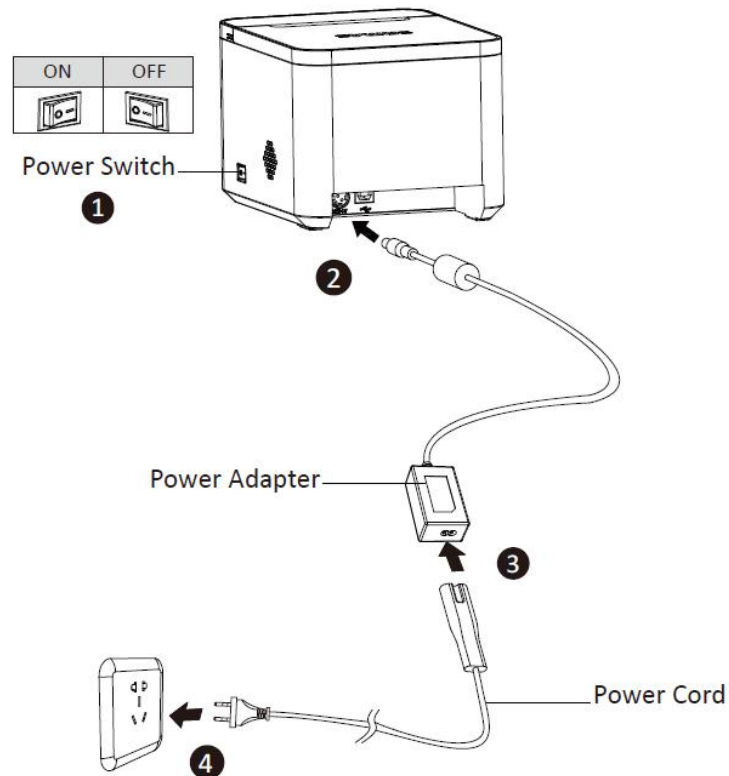


- 5) Tear the extra paper.



4.2 Power Connection

- 1) Make sure the printer power is turned off.
- 2) Connect power adapter with printer.
- 3) Connect power adapter with power cord.
- 4) Plug the other side of power cord into the socket outlet.



Notes:

- 1) The power cord varies by region.
- 2) Disconnect or connect the power adapter by correct method, or damage may be caused.

When pulling out the adapter, please pinch the shell of power adapter and pull the switch up, when the switch is fully opened then pull out the power adapter.

Don't put forth your strength to pull the plug by squeezing any place of power adapter. Because it is more difficult to pull it out and easy to damage the cable.



Notes:

- 1) Please only use the power adapter recommended by supplier or equivalent products.**
- 2) When disconnecting the power adapter plug, handhold plug connector shell to avoid the pulling on the cable in force.**
- 3) Avoid dragging the power adapter cable, otherwise it will damage the cables, causing fire and shock.**
- 4) Avoid putting power adapter around a heating device, otherwise the cable may melt, causing fire and shock.**
- 5) If you do not use the printer for a long time, disconnect the power supply of printer power adapter.**

4.3 Cash Drawer Connection

- 1) Make sure the printer's power switch is turned off;
- 2) Connect the cash drawer cable into the cash drawer interface on the rear side of the printer.



Warning:

Cash drawer interface can only be connected to a voltage of 24V cash drawer device (can't connect to the phone line, etc.)

4.4 LED Indicator and Beeper

Function specification of indicated light and beeper.

| LED Name | LED Status | Printer Status |
|-----------------------|------------|---|
| POWER LED (Blue) | ON | The printer works well. |
| | OFF | The printer is power off. |
| ERROR LED (Red) | Flash | The printer is in error status. |
| | OFF | The printer is in normal status. |
| PAPER LED (Orange) | ON | The printer is in paper end status. / The printer cover is open. |
| | OFF | The printer is in normal status. |

| Error Description | POWER LED | ERROR LED | PAPER LED | Beeper |
|-------------------------------|-----------|-----------|-----------|---------------------|
| cover opening | ON | ON | ON | "Beep ,Beep--,Beep" |
| Paper End | ON | ON | ON | "Beep, Beep, Beep" |
| Cutter Jam | ON | Flash | OFF | "Beep—, Beep—" |
| TPH over-temperature | ON | Flash | OFF | "Beep ,Beep--,Beep" |
| Over-voltage / Low-voltage | ON | Flash | OFF | "Beep, Beep, Beep" |



Note: The printer uses a thermistor to detect the temperature of the print head. If the temperature of print head is higher than 65° C, printer will send a warning. If the temperature of print head is higher than 80° C, printer will stop working until the temperature is lower than 60° C.

4.5 Print Test

4.5.1 Print Self-Test

The self-test checks the printer's current settings, status and whether the printer has any problem.

- 1) Make sure the power is connected and paper is loaded properly.
- 2) Make sure the printer is off and top cover is closed properly.
- 3) Press the paper feed button and power button simultaneously to turn the printer on. The printer is ready to receive data as soon as it completes the self-test.

4.5.2 Printing of Windows Driver Program

- 1) Install the Windows Driver program.

Please refer to the Windows Driver Instruction at Chapter 9.

- 2) Please set the "Ports" as the type you use.
- 3) Use the Windows Driver Program to print out the "Print Test Page".

4.6 Bluetooth/Wi-Fi Settings

4.6.1 Bluetooth Settings

Default name: BT Printer

Default password: 0000 or 1234

4.6.2 Wi-Fi Settings

Printer factory default Wi-Fi mode is AP mode with IP address "192.168.1.1" and SSID

"POS_WIFI". After the PC or mobile phone is connected with printer successfully, users can set the parameters through utility tool.

5 INTERFACES

HCUBE-102W supports serial, Ethernet, cash drawer and USB interfaces.

5.1 USB

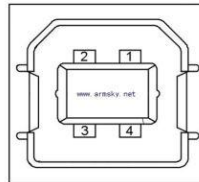


Figure 5-1

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |

5.2 Cash Drawer Interface

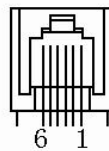


Figure 5-2

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | FG |
| 2 | Drawer 1 |
| 3 | DRSW |
| 4 | VDR |
| 5 | Drawer 2 |
| 6 | GND |

Electrical characteristics

- Driving voltage: DC 24V
- Driving current: Maximum 0.8 A (In 510 ms)

Detection signal for drawer status: “L” = 0 ~ 0.5 V “H” = 3 ~ 5 V

5.3 Power Port Connector

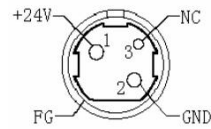


Figure 5.3

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | +24V |
| 2 | GND |
| 3 | N.C |
| SHELL | F.G |

6 TROUBLESHOOTING

Your printer is very reliable, but occasionally problems may occur. This chapter provides information on some common problems you may encounter and how to solve them. If you encounter problems that you can not resolve, contact your dealer for assistance.

6.1 Printer Not Working

| Problem Description | Probable Reason | Solution |
|---------------------------------------|-------------------------|-----------------------------|
| LED is not on, printer is not working | Printer has no power | Connect to the power supply |
| | Printer is not on | Turn on the printer |
| | Circuit board is broken | Contact with the dealer |

6.2 LED Indicator and Beeper Alarm

| Problem Description | Probable Reason | Solution |
|---|----------------------------------|---|
| Error LED and paper LED are always on and beeper alarms | Printer cover is open | Close the printer cover |
| | Paper end | Reload the roll paper |
| Error LED blinks and beeper alarms | Thermal print head is overheated | Turn the printer off and resume when it cools |
| | Over-voltage | Print with specified voltage |
| | Low-voltage | Print with specified voltage |
| | Cutter jam | Restart the printer. (Or refer to 6.5) |

6.3 Troubles Occur During Printing

| Problem Description | Probable Reason | Solution |
|----------------------------------|------------------------------------|--|
| Blurred printing or spot | Incorrect roll paper loading | Check if the roll paper is loaded |
| | Unqualified roll paper | Use recommended thermal roll paper |
| | Dirty thermal head or print roller | Clean the thermal head or print roller |
| | Low print density | Increase the print density level |
| Paper is not feeding normally | Paper is jammed | Open the printer cover, check the paper path and remove jammed paper |
| Vertical print words are missing | Dirty thermal head or print roller | Clean the thermal head or print roller |
| | Thermal head is damaged | Contact with your dealer for assistance |

6.4 Problems Emerge During the Paper Cutting

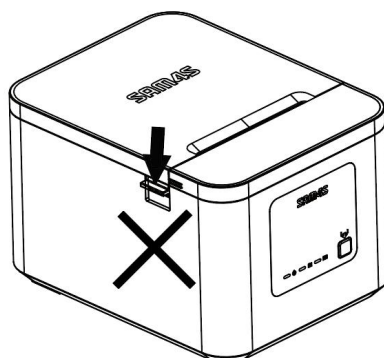
| Problem Description | Probable Reason | Solution |
|---|--|---|
| Cutter jam, the movable cutter cannot go back | Cutter abrasion, insufficient cutting | Replace the cutter |
| | Worm gear and worm wheel abrasion | Replace the worm gear and worm wheel |
| | Motor is burnt | Replace the motor |
| | Paper scraps | Clean the paper scraps on the transmission system |
| Insufficient cutting | Cutter edge abrasion, paper is too thick | Replace the cutter |
| Paper jam | Thermal printer head is over heated | Reduce the density of printing |
| | Driving too fast | Reduce the printer speed to the limit of thermal printer head |
| | Wrong paper feeding position | Put the paper parallel with the paper mount and insert into the space between platen roller and the thermal printer head. |



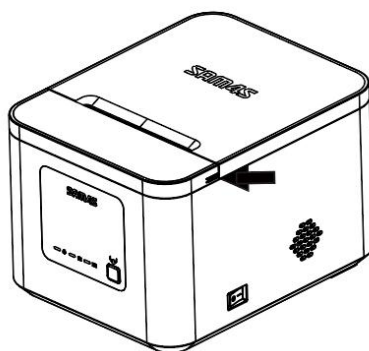
Note: about the density setting, pls refer to *Utility Tool for POS Instruction* at chapter 8.

6.5 Troubleshooting for Cutter Jam

1) When cutter jam occurs, do not press the cover opening button to avoid damaging the blade.



2) Fix the printer by one hand and press either side of the convex bars by the other hand. Push up and open the front cover.



3) Please rotate the gear until the blade returns to its normal position, as shown in Figure 2.

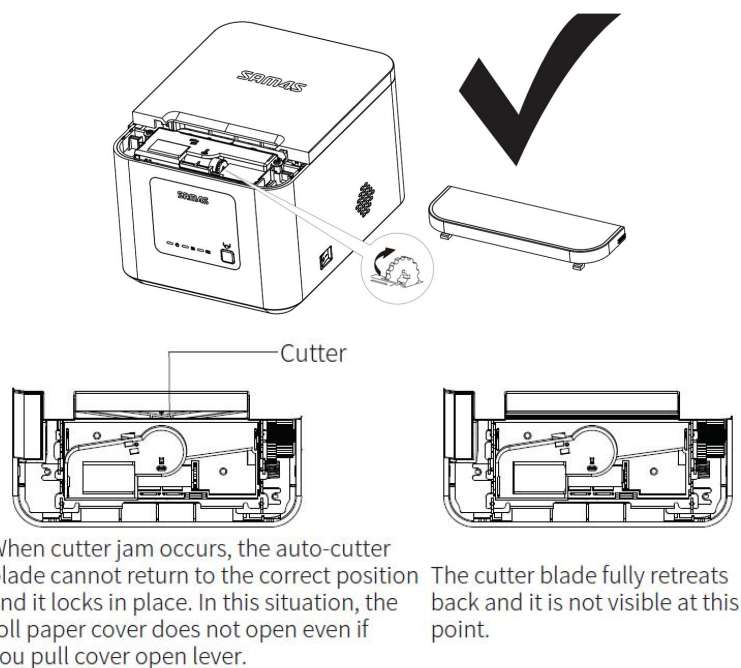


Figure 1

Figure 2

7 PRINTER CLEANING AND MAINTENANCE

Print quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.

When dirty, clean the print head as following steps:

※ CAUTION

- 1) Make sure to turn off the printer prior to cleaning.
- 2) As the print head gets hot during printing, turn the printer off and wait approximately 2~3 minutes before starting to clean.
- 3) When cleaning the print head, take care not to touch the heated portion of the print head.

Print Head is susceptible to damage from static electricity, etc.

- 4) Take care not to allow the print head become scratched and/or damaged in any way.

7.1 Cleaning Head

- 1) Open the printer cover and then use cotton stick with medical alcohol to clean the head in the direction from the center of the head to the edges.
- 2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min.) and the printer has completely dried.

7.2 Cleaning Sensors, Roller and/or Paper Path

- 1) Open the printer cover and then remove the paper.
- 2) Remove any dust or foreign substance using dry cloth or cotton swab.
- 3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.
- 4) After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min.) and the printer has completely dried.

※ *Clean the parts whenever print quality or paper detection degraded.*

8. UTILITY TOOL FOR POS INSTRUCTION

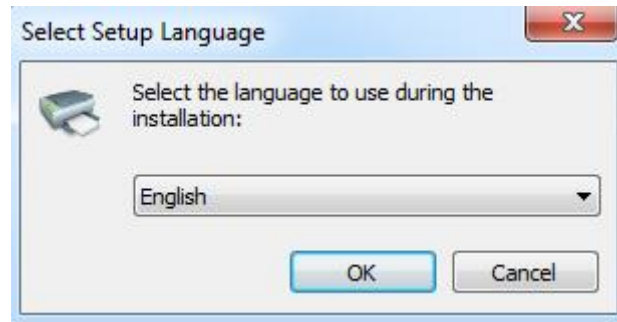
Utility Tool is applicable to the following operating system:

- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SP1 (32 bit/64 bit)

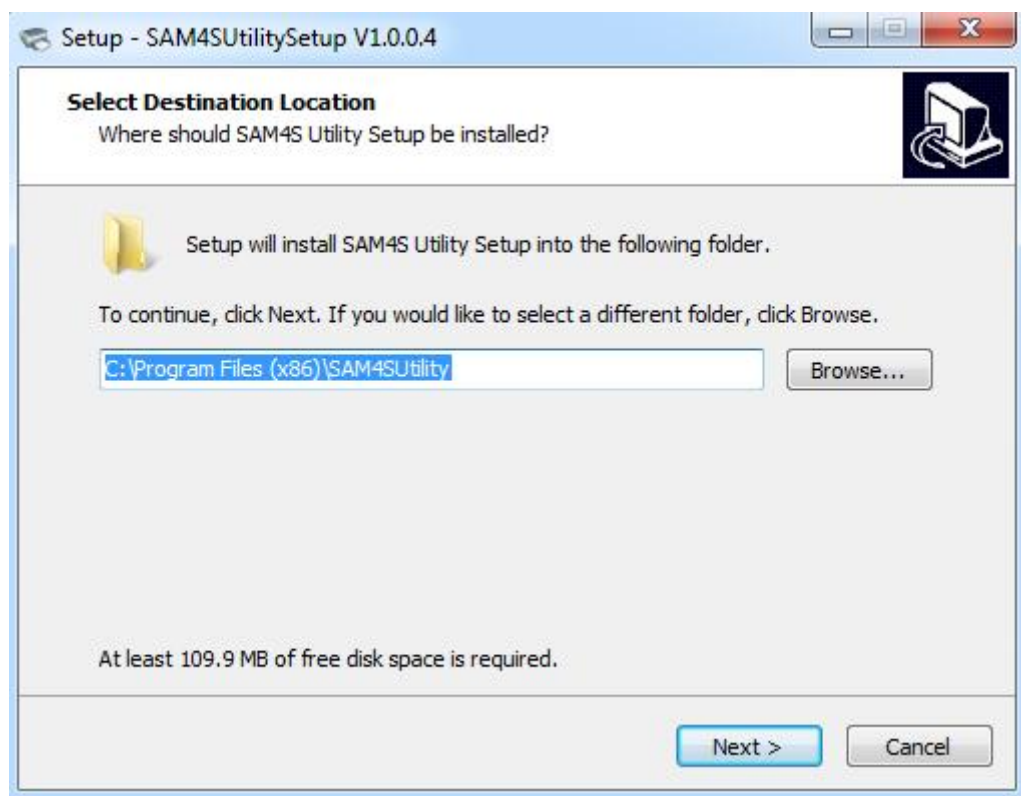
8.1 Utility Tool Installation

The following screens take Win 7 for example.

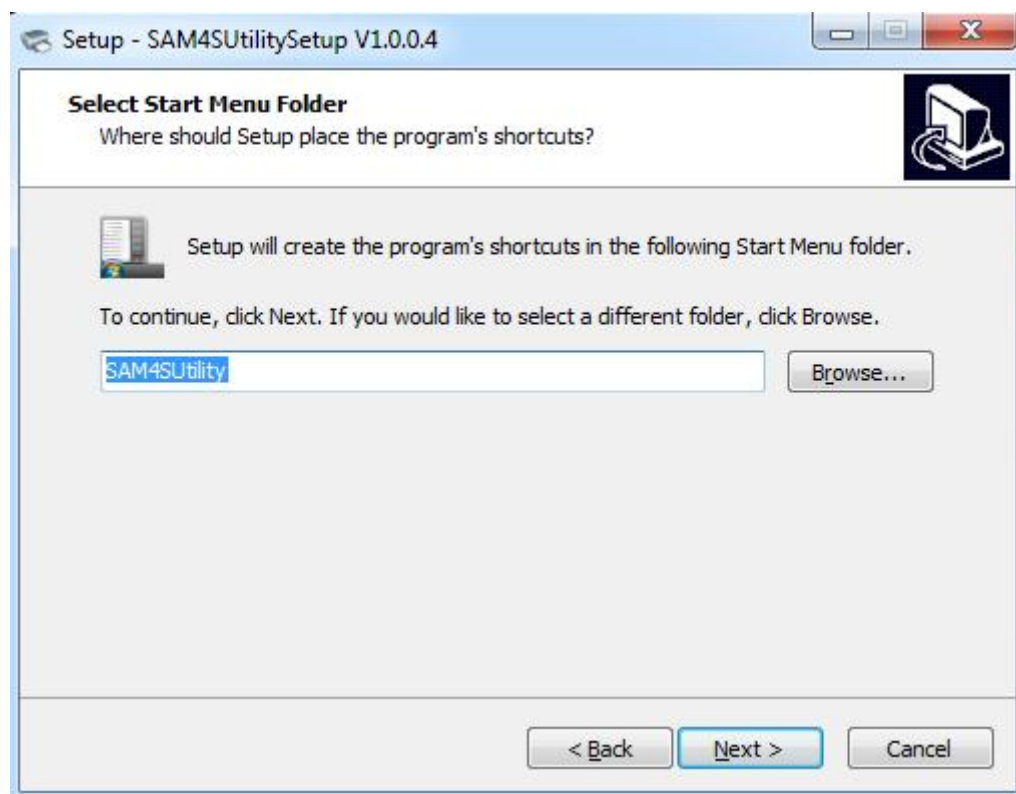
- 1) Open the installation package.
- 2) Choose “English” and click “OK”.



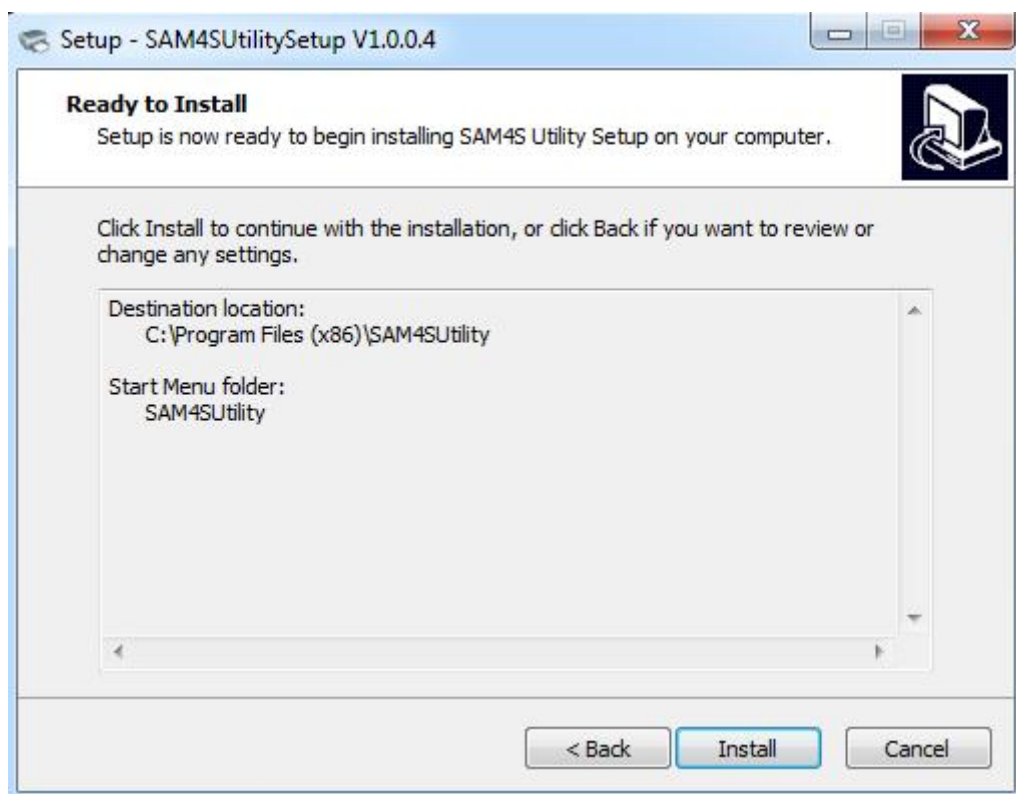
- 3) Click “Next”.



4) Select start menu folder. Click “Next”.



5) Click “Install”.



6) Click "Finish". Utility is installed successfully.



8.2 Using Utility Tool

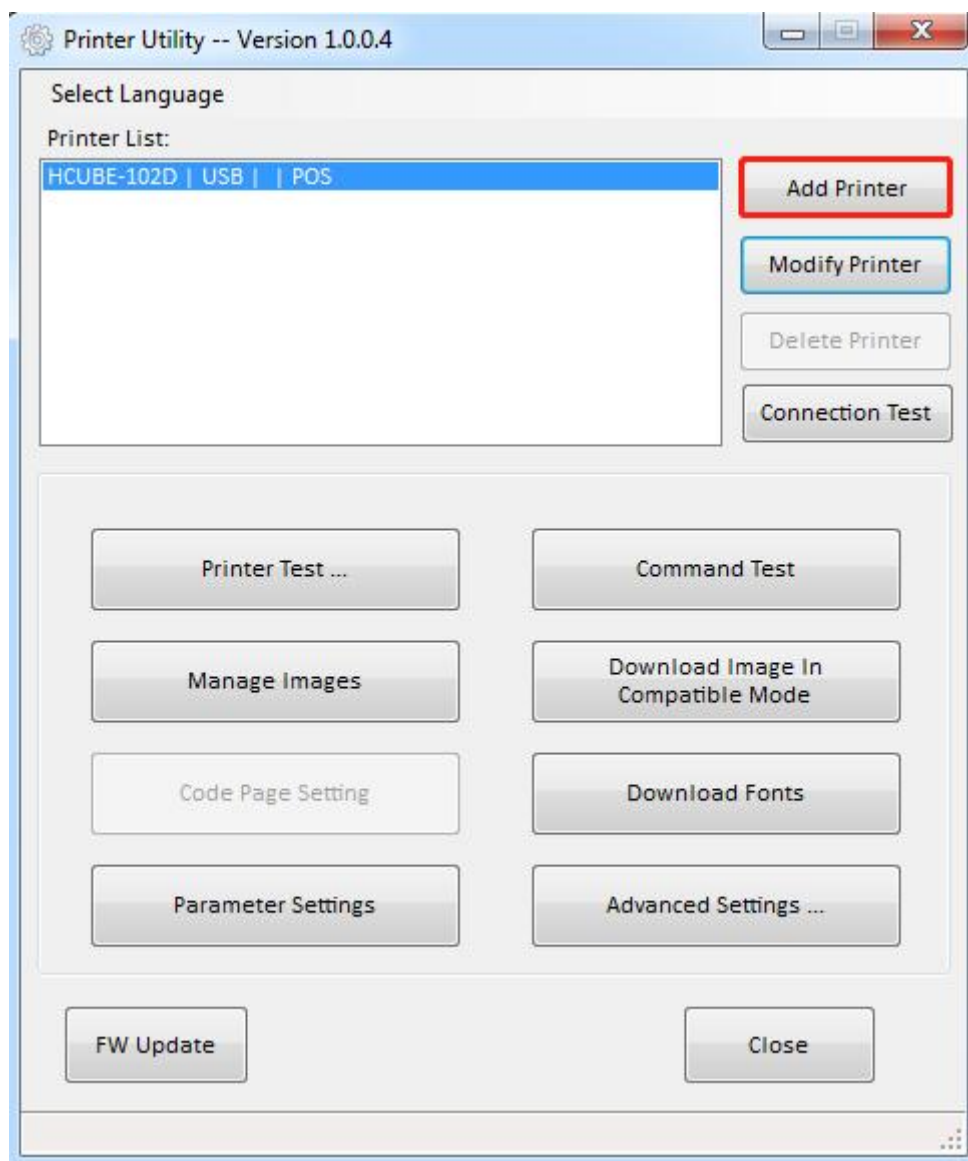


Warning: In different operating system, screen has a slight difference. Please operate it according to the tips. Take HCUBE-102W (Windows 7) for example.

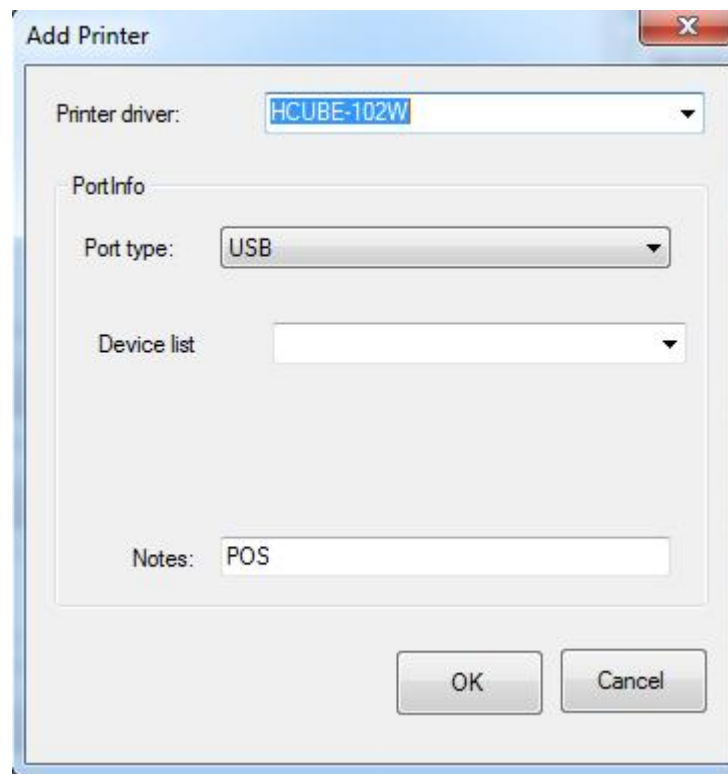
8.2.1 Add/Modify/Delete/Connect Printer

8.2.1.1 Add printer

- 1) Click "Add Printer".

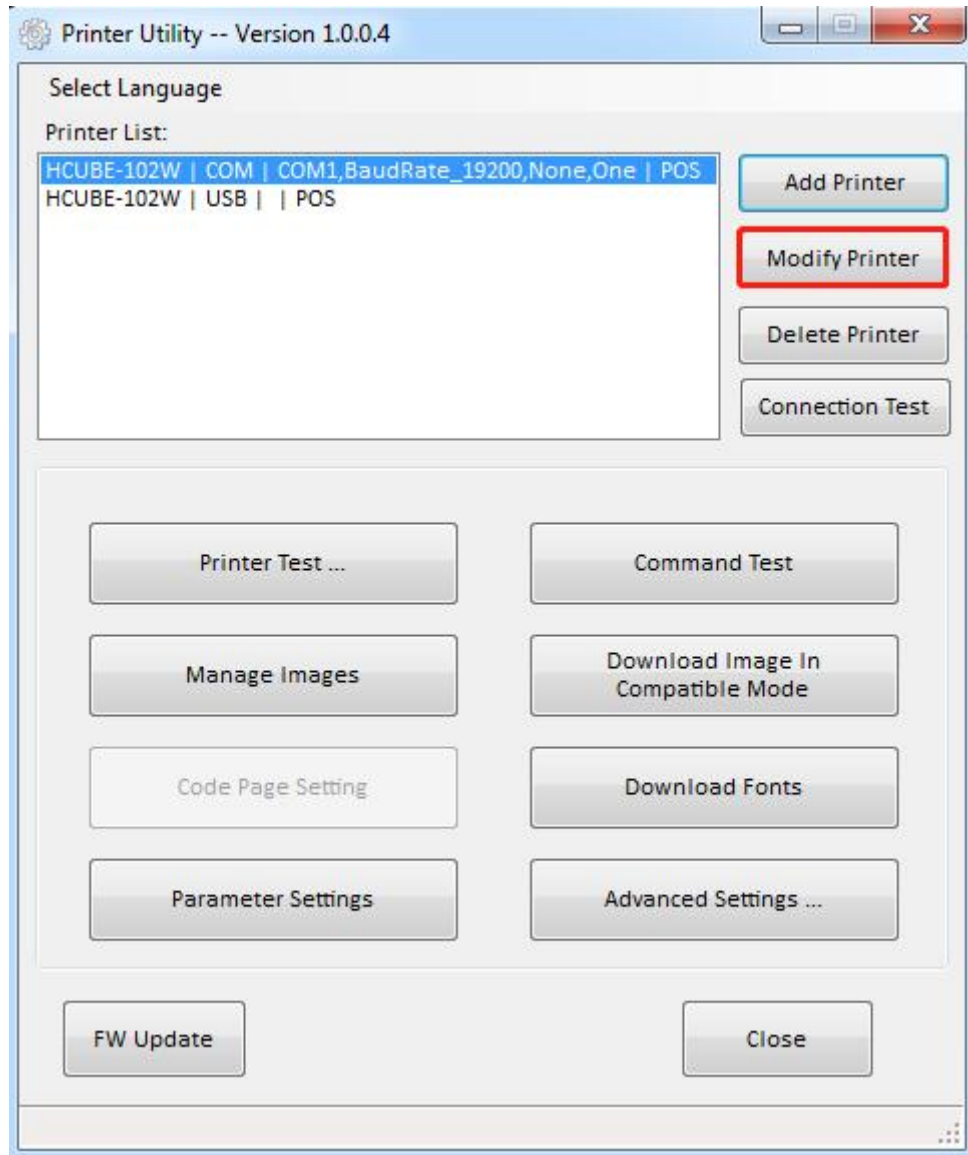


2) Choose the appropriate printer type and port. Then click “OK”. (Take HCUBE-102W for example.)

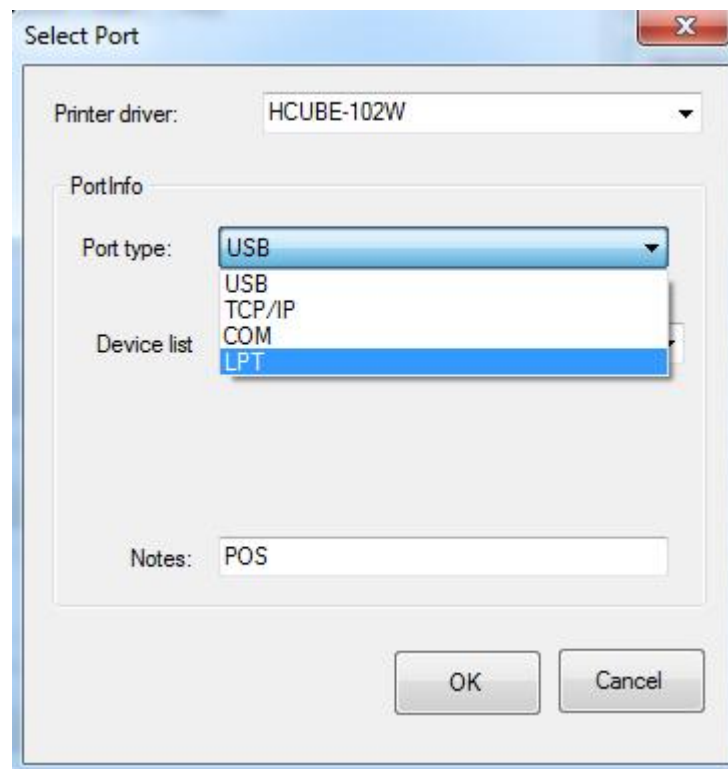


8.2.1.2 Modify printer

- 1) Choose the printer you want to modify in the list. Click “Modify Printer”.



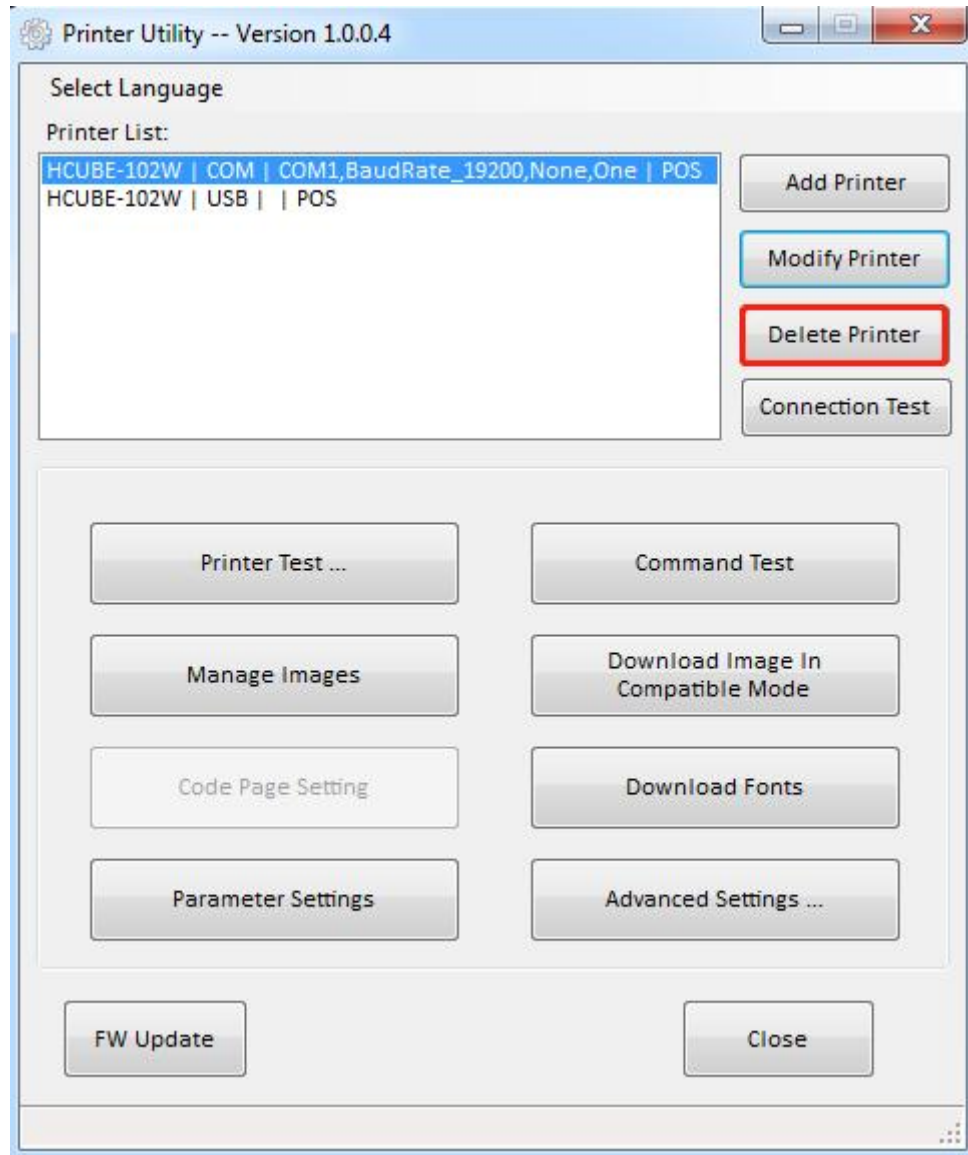
2) Choose the new printer and new port. Then click “OK”.



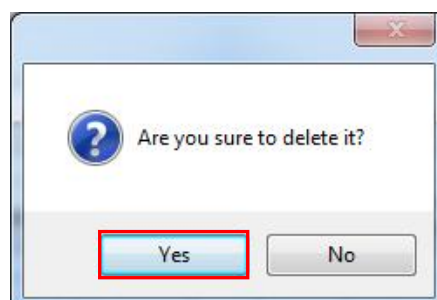
3) The new printer is added successfully.

8.2.1.3 Delete printer

1) Choose the printer you want to delete in the list and click “Delete Printer”.



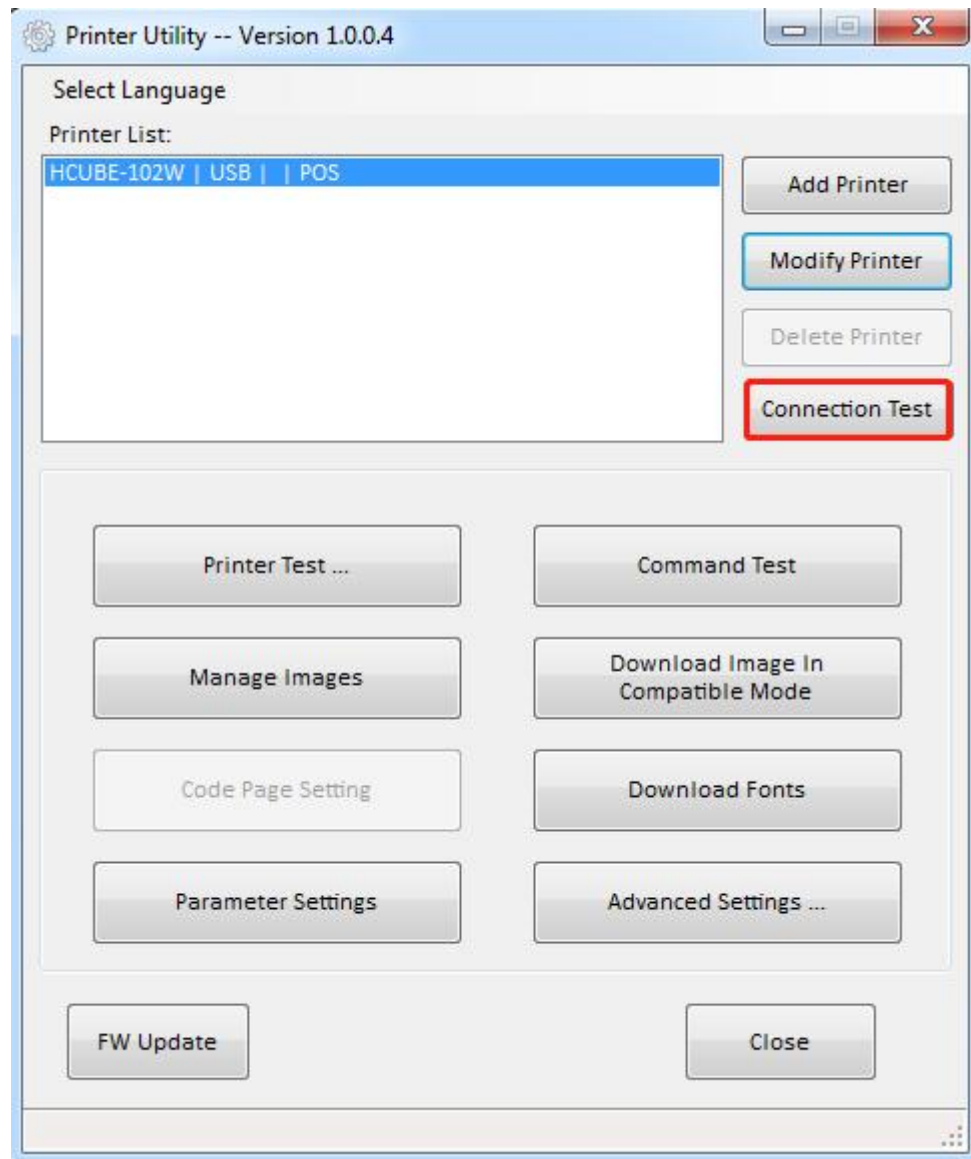
2) Click “Yes”, then the printer is deleted.



8.2.1.4 Connection Test

Make sure printer is connected to computer and it is powered on.

- 1) Choose the printer. Click “Connection Test”.



2) If the connection is successful, it will appear the following window. If the connection is unsuccessful, please connect the printer with computer.



Notes:

- 1) Make sure printer is connected with computer and power on.***
- 2) Make sure printer is loaded with paper.***
- 3) Before using the following function, carry out the "Connection Test" first.***

8.2.2 Functions

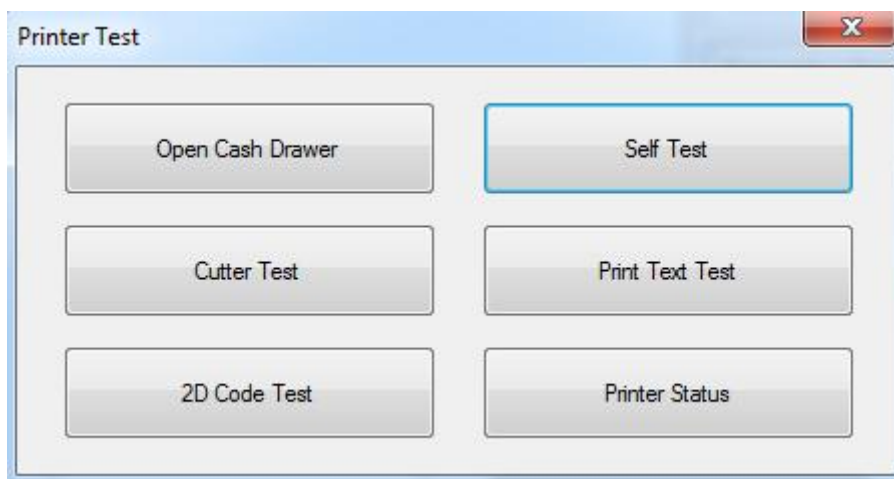
Printer Test contains the following items:

- Printer Test
- Command Test
- Manage Images
- Download Image in Compatible Mode
- Download Fonts
- Parameter Setting
- Advanced Settings

8.2.2.1 Printer Test

1) Self Test

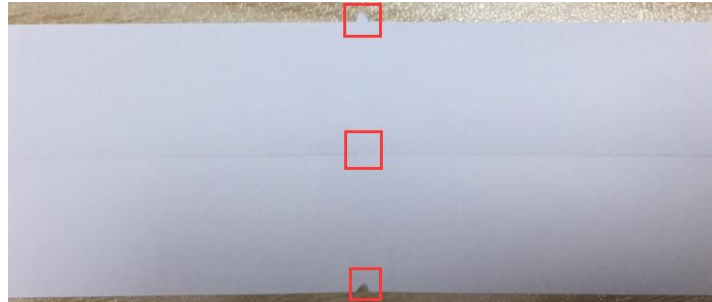
Click “Self Test” to see if the printer will print properly.



2) Cutter Test

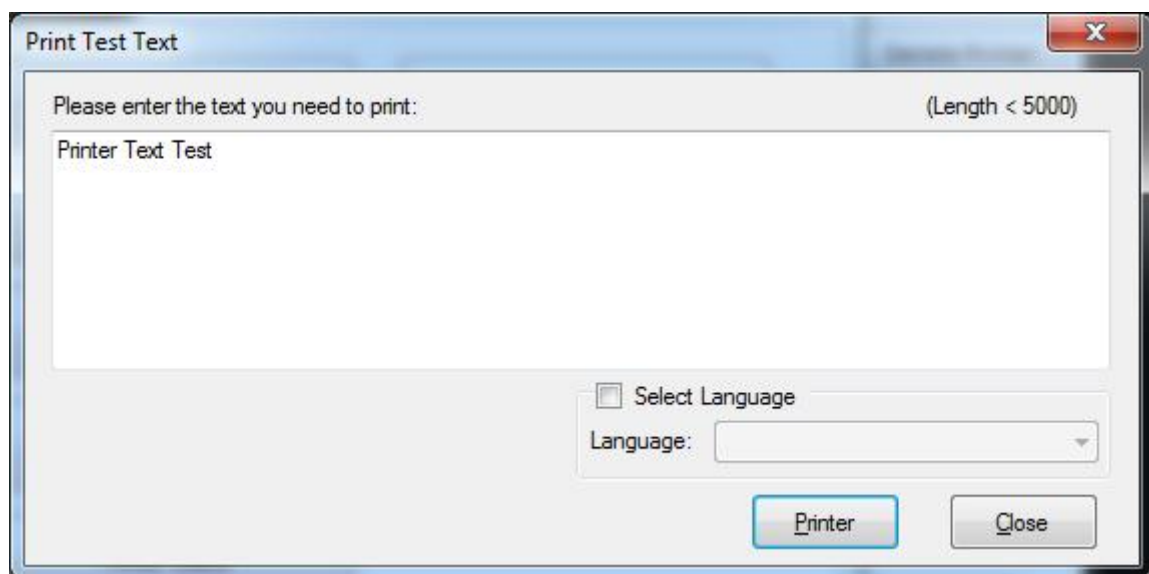
Click the cutter test and the paper will be cut automatically. Cutting method is partial cut (Partial cut: Not fully cut off, leave a connection point between the two sheets of paper).

As shown in the figure:



3) Print Text Test

Click "Print Test Text", input the text you want to print. When you click "Print", the printer starts printing text content. Such as: Print Text Test.

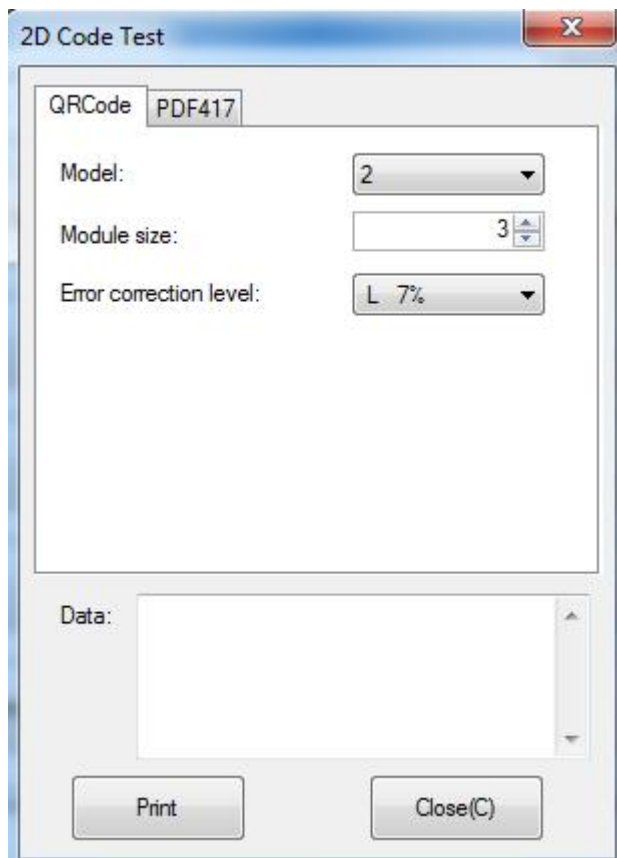


Note:

The language option in the lower right corner is checked according to the input text. (For example: The input is Simplified Chinese, the language is checked for Simplified Chinese, the printer prints the input text according to the setting options, and if you check other languages, the printer does not print the text)

4) 2D Code Test

Click the QRCode mode.



▲ Model: 1~2

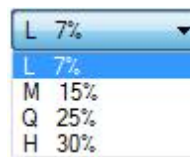


▲ Module size: 1~16

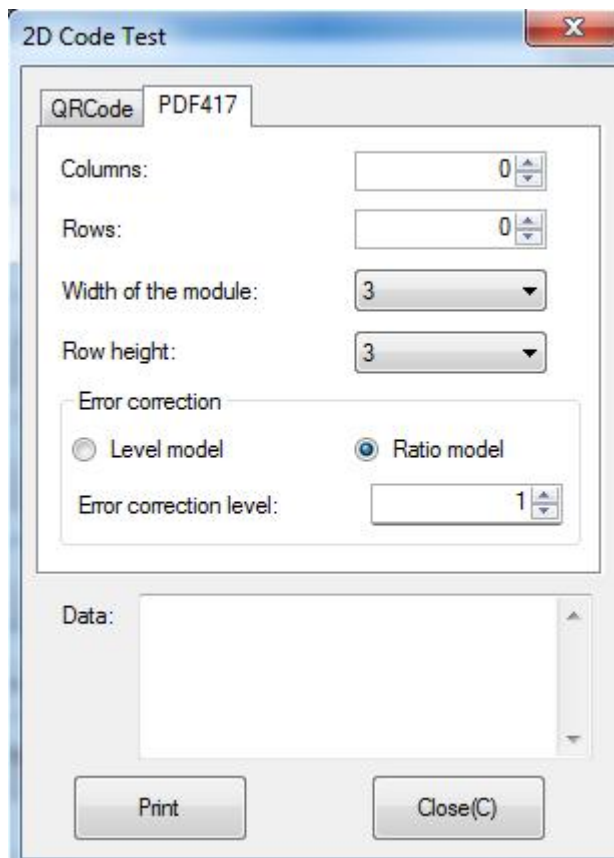
The larger the module value, the larger the printed QR code is, and the smaller the opposite.

▲ Error correction level: 7%~30%

The higher the error correction level, the more intensive the module graphics.



Click the PDF417 mode.

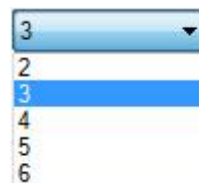


▲ Columns: 0~30

▲ Rows: 0~90

▲ Width of the module: 2~6

The larger the module value, the wider the width of the printed PDF417 barcode, and the smaller the opposite.



▲ Row height: 2~8

The larger the module value, the longer the printed PDF417 barcode, and the smaller the opposite.

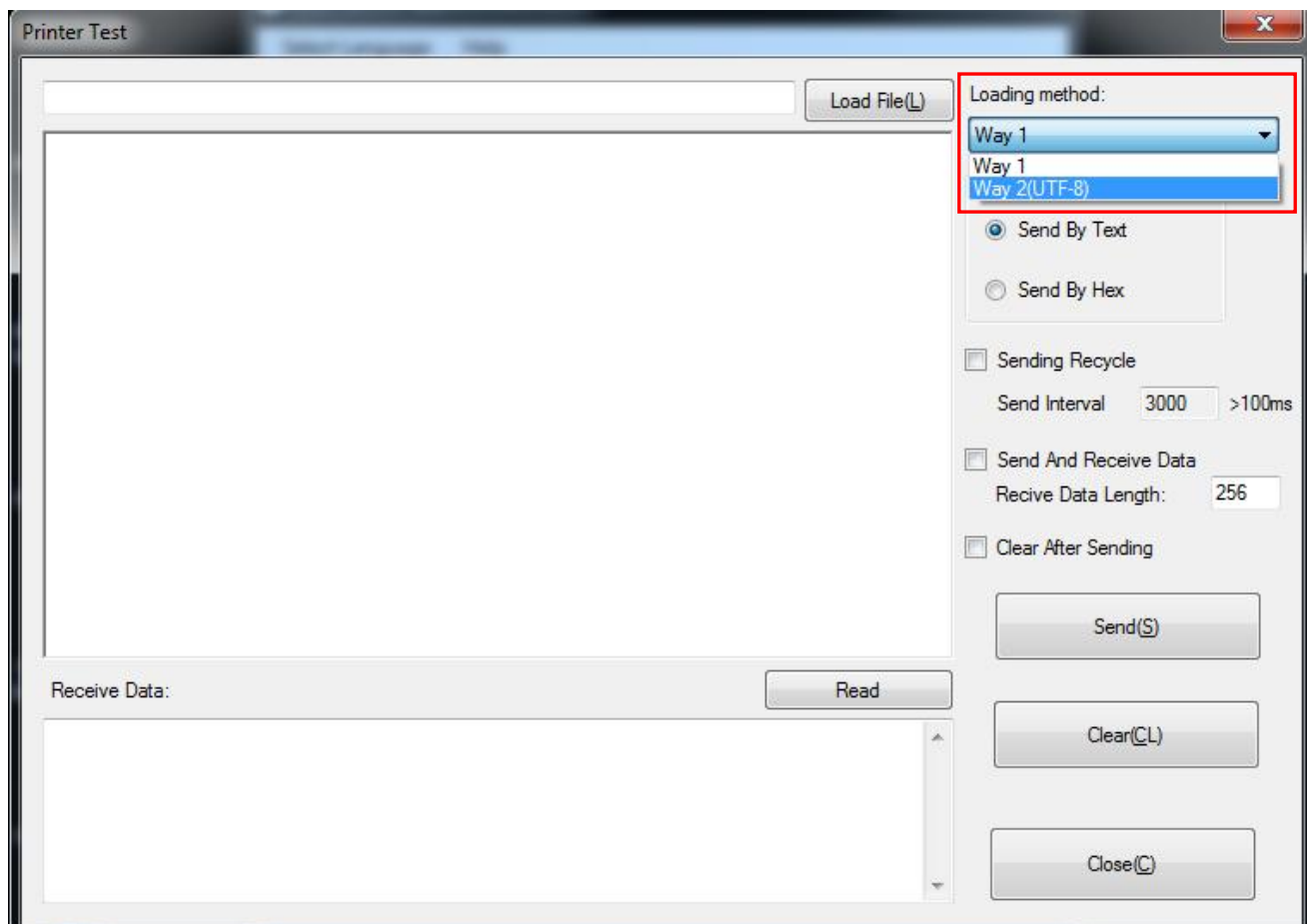
▲ Error connection level

8.2.2.2 Command Test

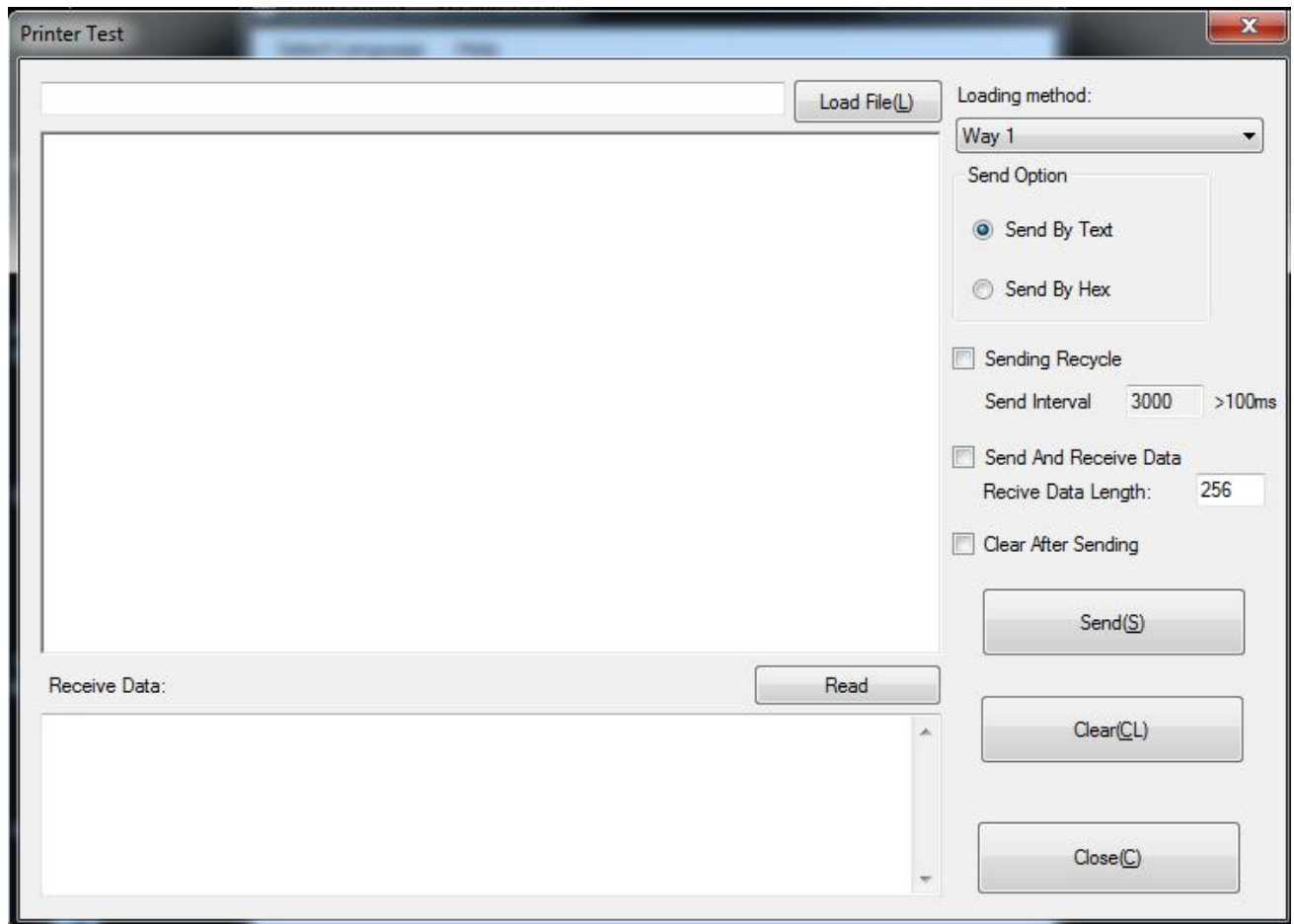
In the command test, you can send command to the printer. Input text or hexadecimal data.

Select a file or enter a command in the input box.

1) There're two ways to load files. You can choose the way you want.



2) Click “Send by Text”, input text content.



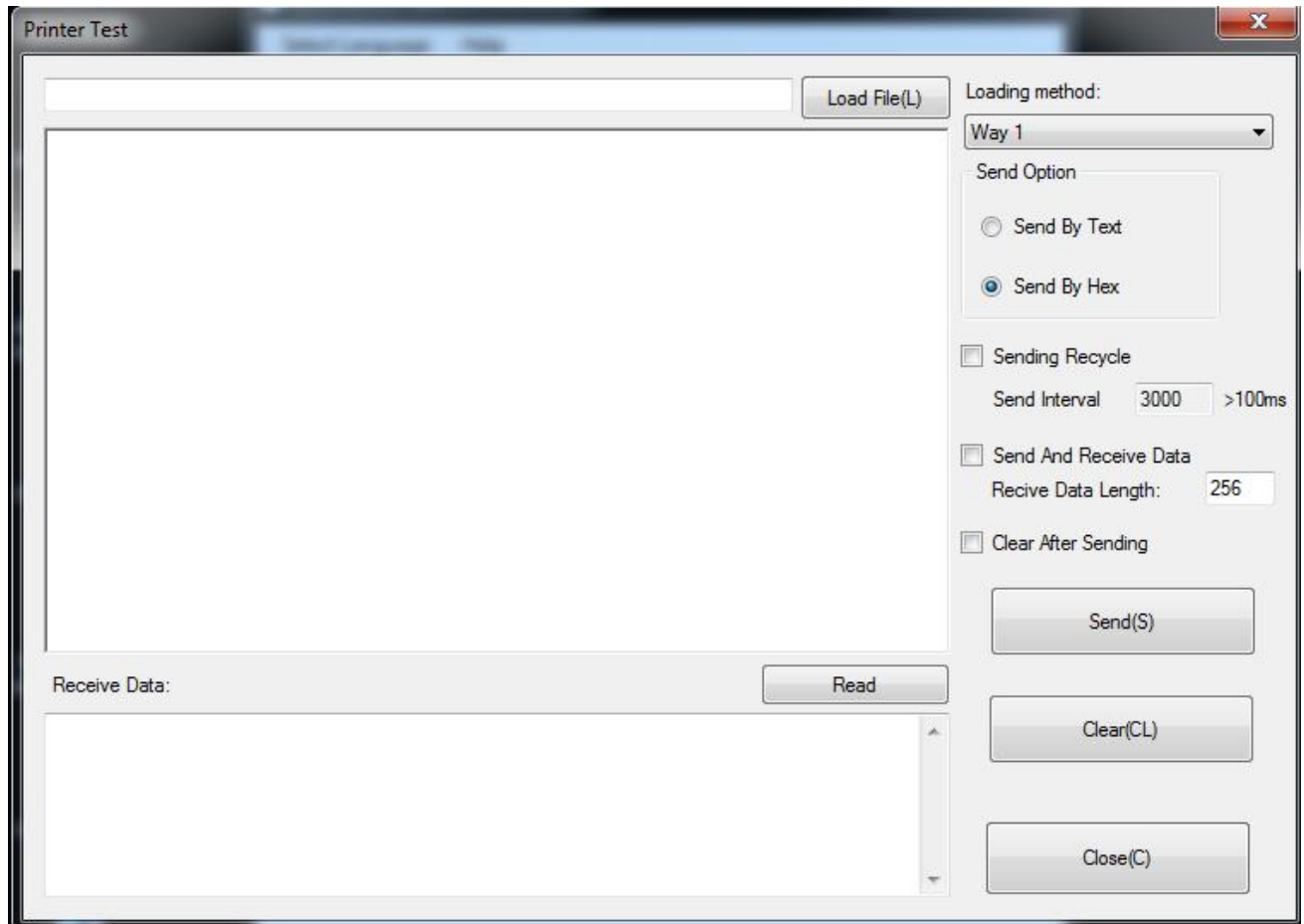
▲Sending Recycle:

When the interval is set to 3000ms (you can set the interval as needed), then click “Send”, the printer starts to recycle printing. Click “Stop” to stop the recycle printing.

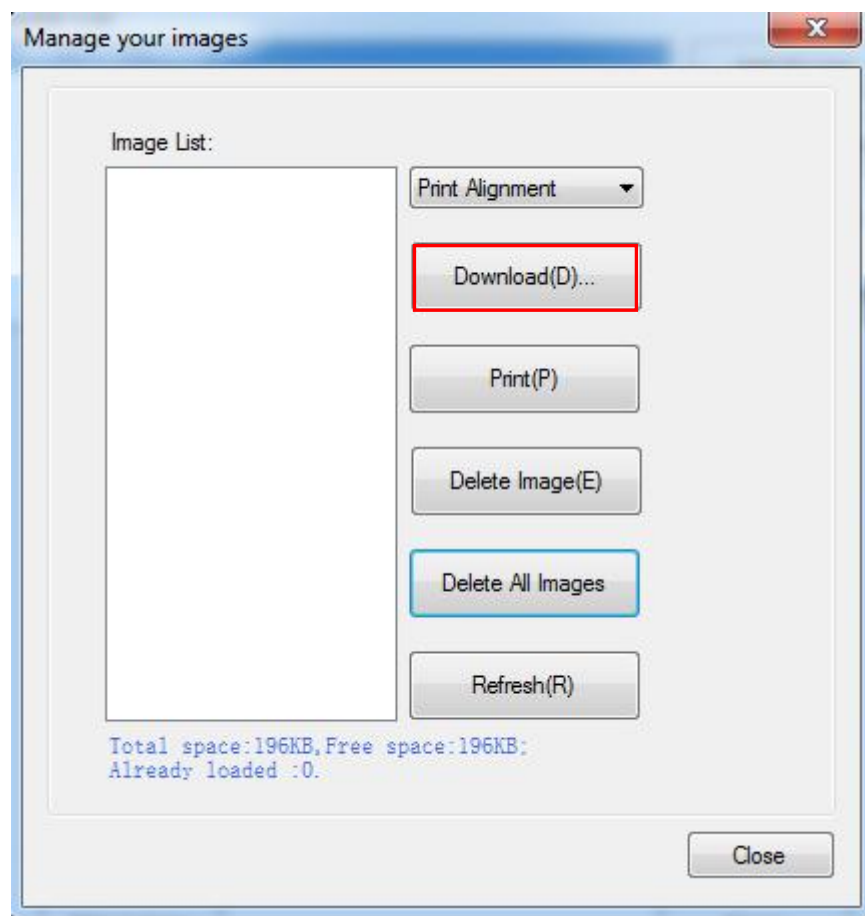
The screenshot shows a 'Send Option' dialog box with the following controls:

- Send Option:** A group box containing two radio buttons: 'Send By Text' (selected) and 'Send By Hex'.
- Sending Recycle:** A checked checkbox. To its right is a text field containing '0times'.
- Send Interval:** A text field containing '3000' with a unit label '>100ms' to its right.
- Send And Receive Data:** An unchecked checkbox.
- Recive Data Length:** A text field containing '256'.
- Clear After Sending:** An unchecked checkbox.
- Buttons:** Three buttons are located at the bottom: 'Send(S)', 'Clear(CL)', and 'Close(C)'.

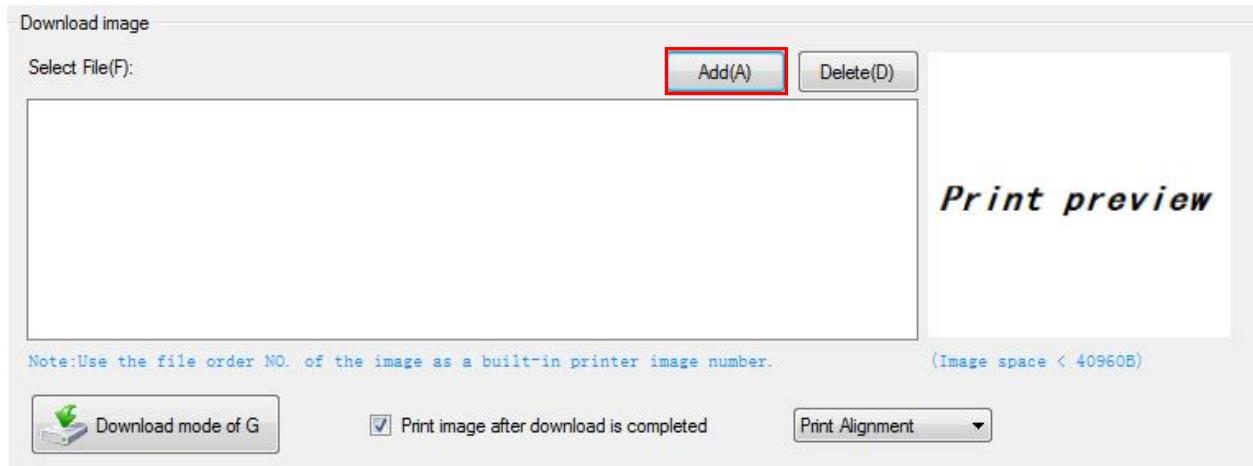
2) Click “Send by Hex”, input the content. (Convert text to HEX or send ESC command)



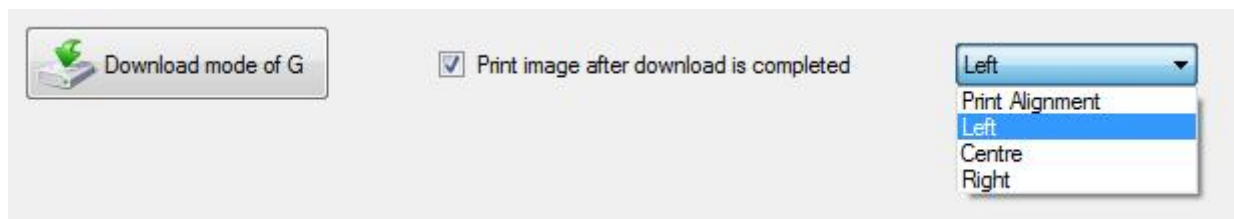
8.2.2.3 Manage Images

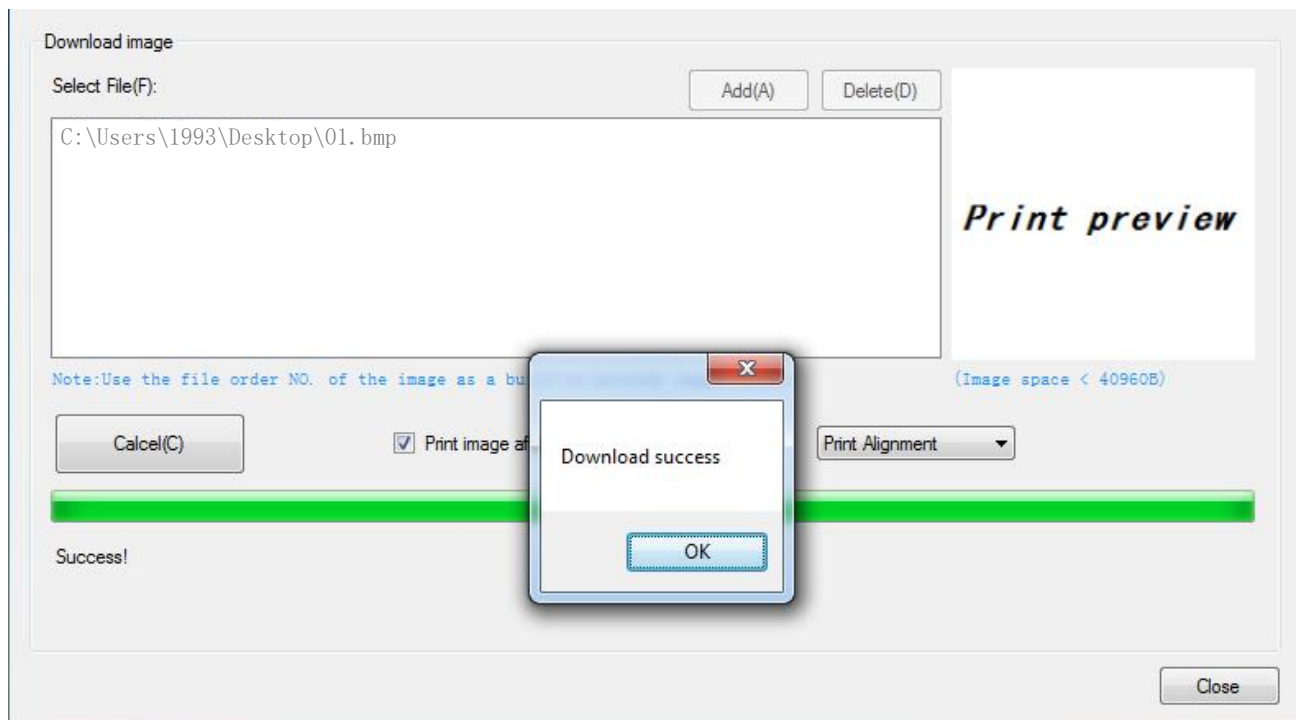


- 1) Click "Download" to add the image, if you want to print the picture, set the print location before clicking "Download mode of G" to print the picture. (It is recommended to use a picture in BMP format)



- 2) Select the print location, center, left, and right. (Such as, left print).



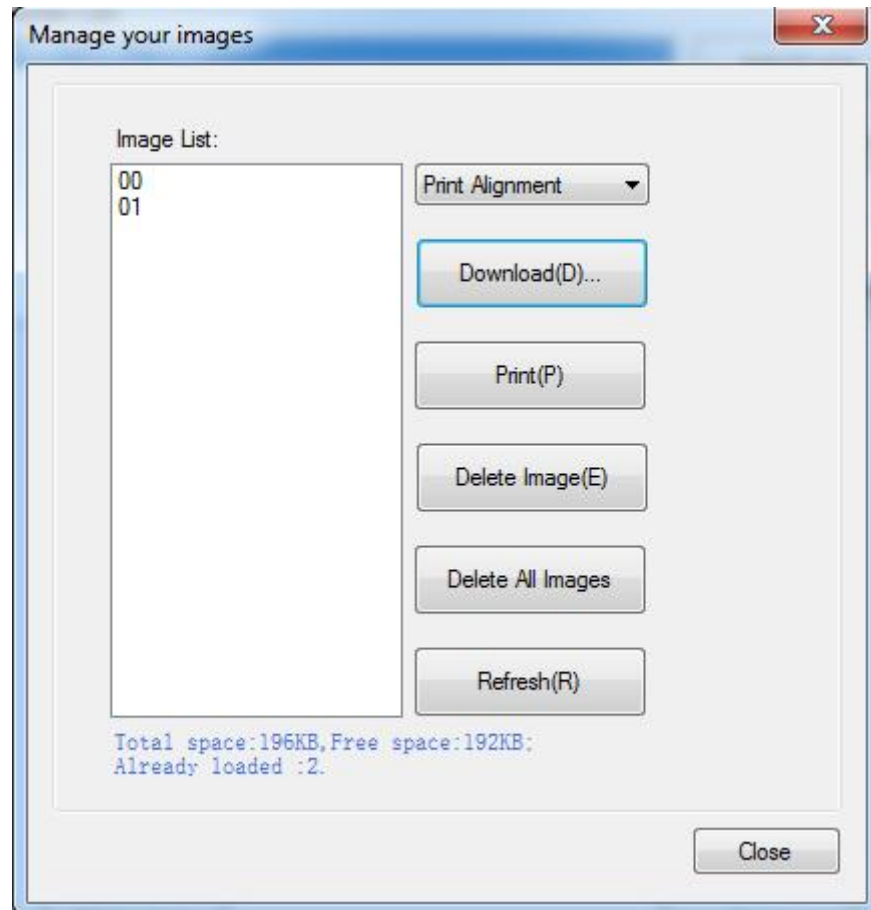


Note: Total memory for the bitmap is 196KB.

3) Delete Image.



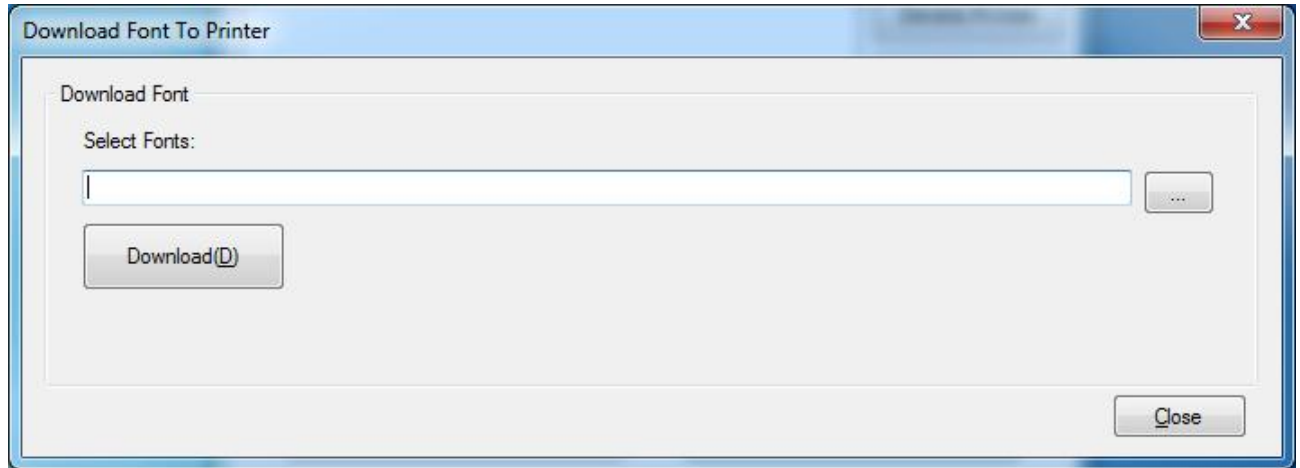
Note: Each time click "Download mode of G", an image list number will be generated.



Click the image list, select "Delete selected image" will delete the image, click "Delete all Images", without clicking the list option to delete all the images in the list.

8.2.2.4 Download Fonts

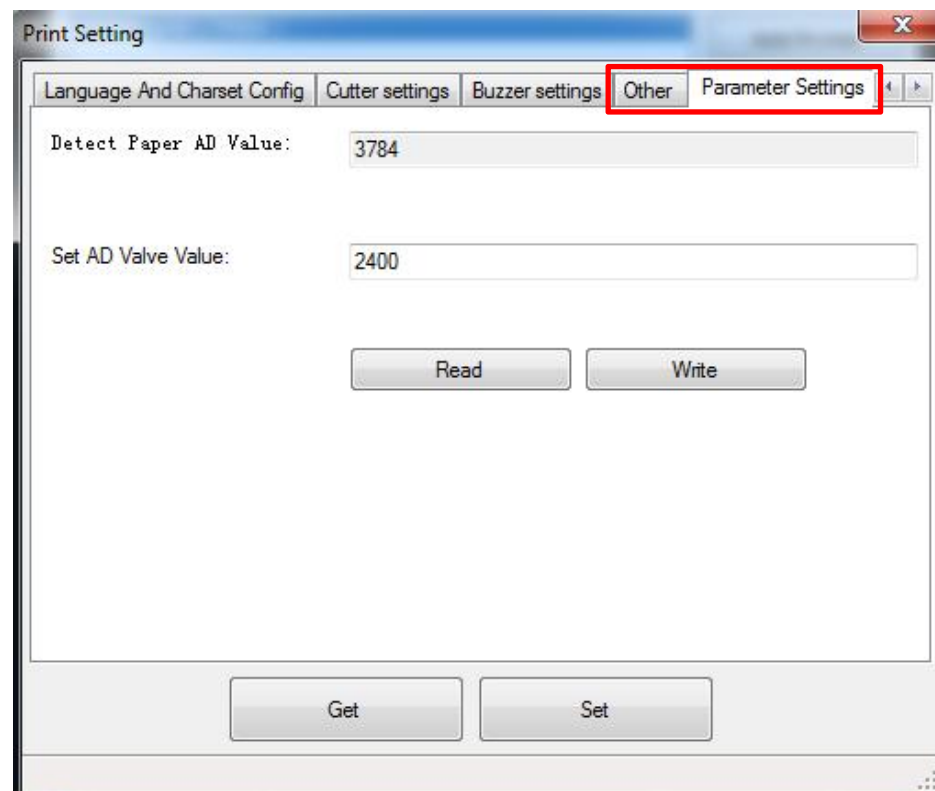
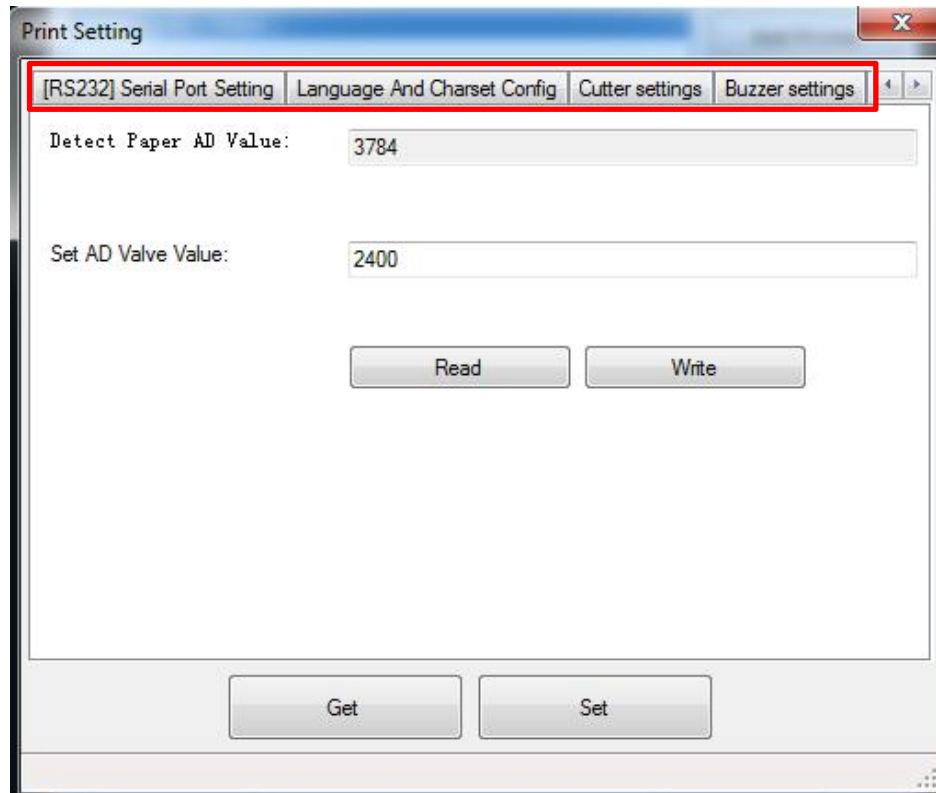
Select the font from the existing file and click "Download".



Note: After downloading the font successfully, you need to restart the printer to take effect.

8.2.2.5 Parameter Setting

1) Click “Parameter Setting” to set “RS232 serial port” “Language And Charset Config”, “Cutter”, “Buzzer” and “Other”.



◆ RS232 Serial Port Setting

Click the items to set “Baud Rate”, “Data Bits”, “Stop Bits”, “Parity Check”, and “Flow Control”.

• Baud Rate

| | |
|---------------|--------|
| Baud Rate: | 115200 |
| Data Bits: | 2400 |
| Stop Bits: | 4800 |
| Parity Check: | 9600 |
| Flow Control: | 14400 |
| | 19200 |
| | 38400 |
| | 57600 |
| | 115200 |
| | 230400 |
| | 460800 |
| | 921600 |

• Data Bits

| | |
|------------|---|
| Data Bits: | 8 |
| Stop Bits: | 8 |
| | 7 |

• Stop Bits

| | |
|---------------|-----|
| Stop Bits: | 1 |
| Parity Check: | 0.5 |
| Flow Control: | 1 |
| | 1.5 |
| | 2 |

• Parity Check

| | |
|---------------|------|
| Parity Check: | NONE |
| Flow Control: | NONE |
| | EVEN |
| | ODD |

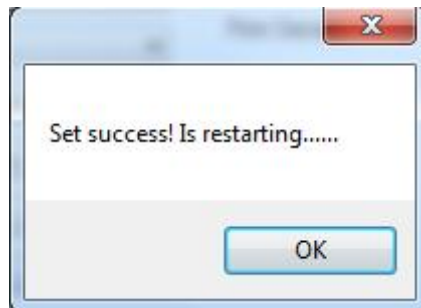
• Flow Control

| | |
|---------------|----------|
| Flow Control: | RTS_CTS |
| | RTS_CTS |
| | XON_XOFF |

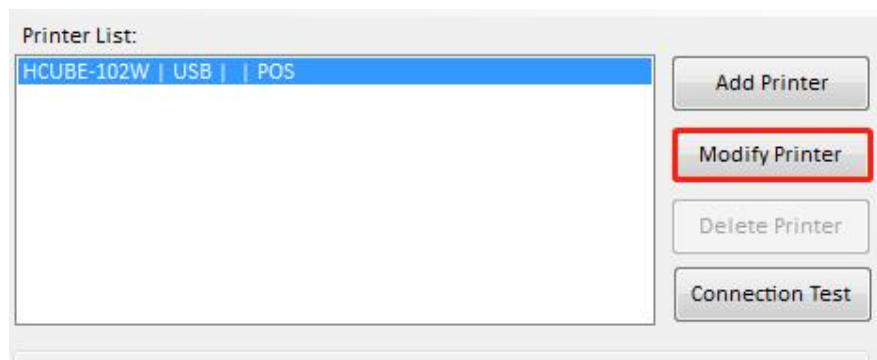


Note: The value of the serial port parameter can be obtained according to the value of the Self-test page information.

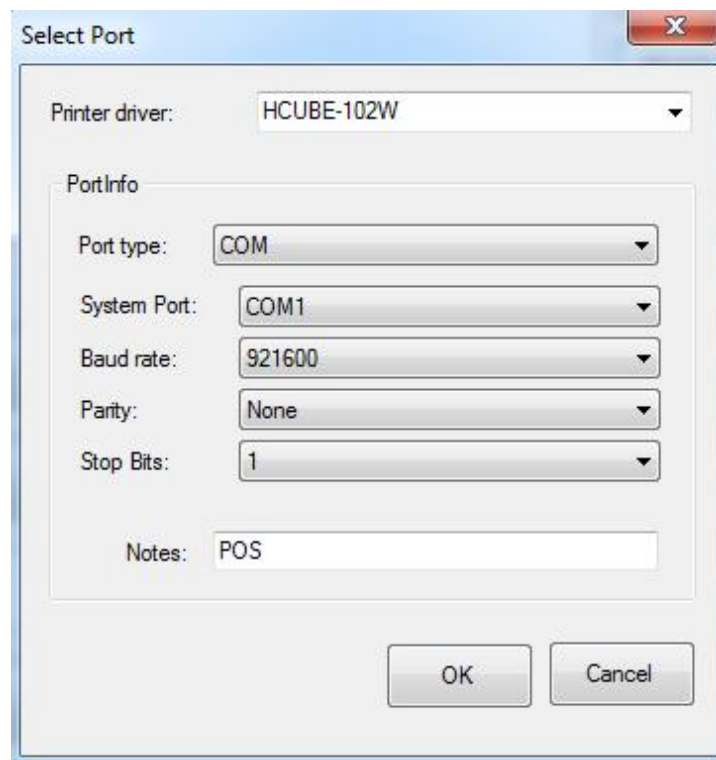
① After setting the parameters as required, click "Set" and the printer would restart automatically. The setting will be taken into effect after finishing restarting.



② After the printer finishing restarting, open the main menu screen of the tool and click "Modify Printer".



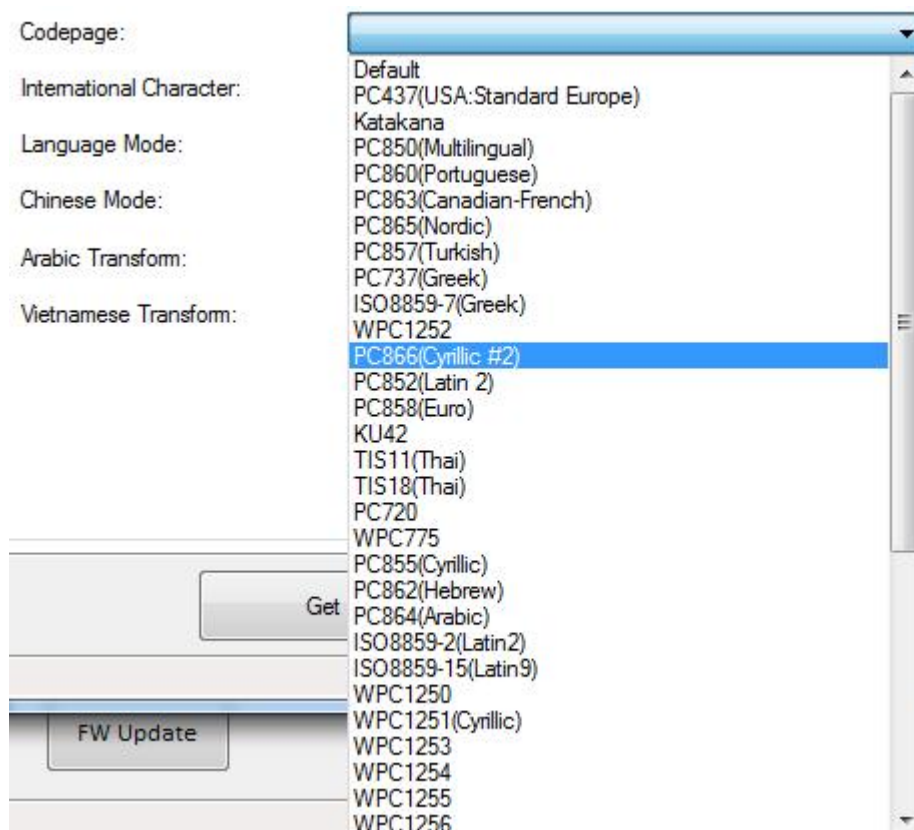
③ Select the port category "COM" and set the baud rate to the value "921600" as shown above, and parity "None". This port allows you to print after setup is complete.



◆ Language And Charset Config

Click the items to set “Codepage”, “International Character”, “Language Mode”, “Chinese Mode”, “Arabic Transform” and “Vietnamese transform”.

• Codepage



• International Character



- Language Mode (The default mode is “Chinese/Japanese/Korean”)

Language Mode: Chinese/Japanese/Korean ▼
 Chinese Mode: Chinese/Japanese/Korean
 Multi language

- Chinese Mode

Chinese Mode: Simplified Chinese ▼
 Arabic Transform: Simplified Chinese
 Traditional Chinese

- Arabic Transform

Arabic Transform: Disable ▼
 Vietnamese Transform: Disable
 Enable deformation, per Voc
 Enable deformation, per phrase
 Enable Arabic rule

- Vietnamese transform

Vietnamese Transform: Disable ▼
 Disable
 Enable deformation,ascii input
 Enable deformation,utf-8 input

◆ Cutter Setting

Enable or disable “Cut paper after the cover is closed” / “Cut paper when power on”.

☒ Enable Cut Paper

Cut paper after the cover is closed

☐ Enable ☐ Disable

Cut paper when power on

☐ Enable ☐ Disable

Enable “Cut paper after the cover is closed”:

When the printer closes the cover, it will automatically cut the paper.

Disable “Cut paper after the cover is closed”:

The printer does not cut the paper automatically after closing the cover.

Enable “Cut paper when power on”:

The printer will automatically cut paper when it is powered on.

Disable “Cut paper when power on”:

The printer does not cut paper automatically after it is powered on.

◆ Buzzer Setting

Buzzer Volume: Very Low/Low/Standard/loud

| | |
|-----------------------|-------------------------------------|
| Enable Buzzer | <input checked="" type="checkbox"/> |
| Buzzer Volume: | Standard |
| Built-in buzzer | Very Low |
| Beeping After Cutting | Low |
| | Standard |
| | Loud |

Built-in Buzzer:

Tick “Beeping after cutting” (The beeping time, times and interval time can be set for what you want, such as 1 milliseconds, 2 milliseconds or 3 milliseconds, etc.):

The following setting is set as an example:

When cutting one piece of paper each time, the printer will emit the “Beep” for one time, and the beeping time is two milliseconds and beeping interval is three milliseconds.

| | | | |
|-----------------------|-------------------------------------|---------|---------|
| Built-in buzzer | | | |
| Beeping After Cutting | <input checked="" type="checkbox"/> | | |
| Beeping times | <input type="text" value="1"/> | (1-255) | |
| Beeping time | <input type="text" value="2"/> | (1-64) | (100ms) |
| Beeping interval | <input type="text" value="3"/> | (1-64) | (100ms) |

External Buzzer:

| | |
|-----------------------|--|
| External Buzzer | |
| Beeping After Cutting | <input checked="" type="checkbox"/> |
| Beeping times | <input type="text" value="1"/> (1-255) |

◆ Other

Click the items to set “Print Density”, Paper Width”, “Auto Line Feed”, “DPI Mode”, “USB Port Mode” and “EPS compatible”.

• Print Density (default “level 2”)

The print density value varies according to the paper material and it can be adjusted to suit your needs.

| | |
|-----------------|---|
| Print Density: | 2 |
| Paper Width: | 1 |
| Auto Line Feed: | 2 |
| | 3 |
| | 4 |

• Paper Width

| | |
|-----------------|--------------|
| Paper Width: | 80mm(576dot) |
| Auto Line Feed: | 58mm(360dot) |
| DPI Mode: | 58mm(384dot) |
| | 58mm(416dot) |
| | 80mm(512dot) |
| USB Port Mode | 80mm(576dot) |



Note: Select the paper width above according to the paper print width.

• Auto Line Feed

| | |
|-----------------|---------|
| Auto Line Feed: | Disable |
| DPI Mode: | Disable |
| | Enable |

• DPI Mode (Default “203DPI”)

| | |
|---------------|-----|
| DPI Mode: | 203 |
| USB Port Mode | 203 |
| | 180 |

• USB Port Mode

| | |
|-----------------|---------------------|
| USB Port Mode | USB |
| EPS compatible: | USB |
| | Virtual Serial Port |

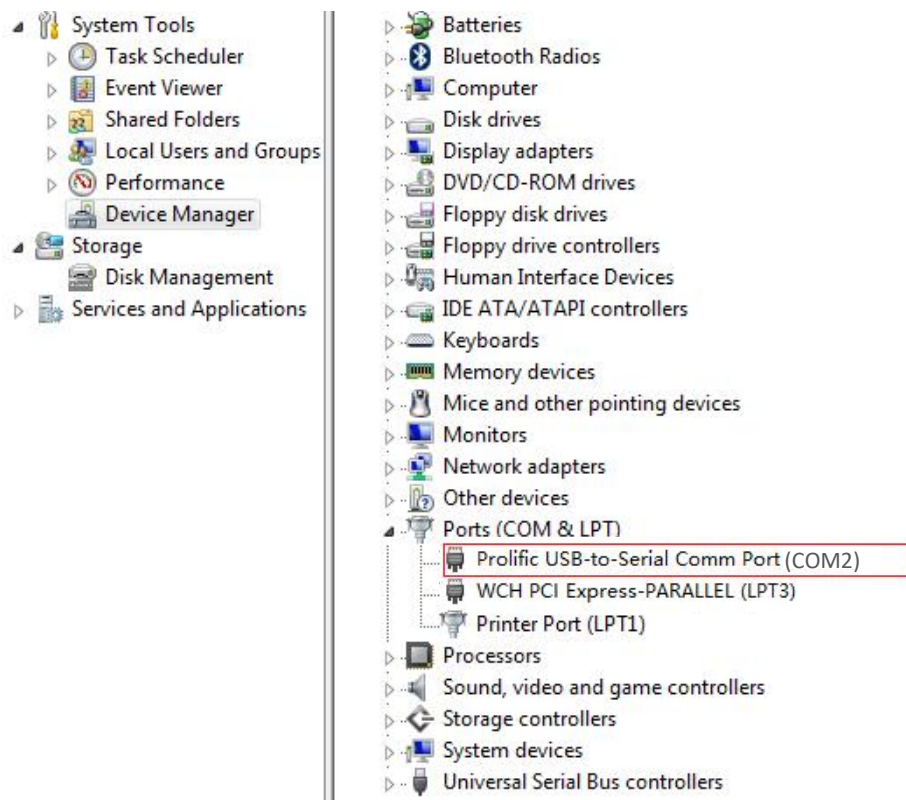
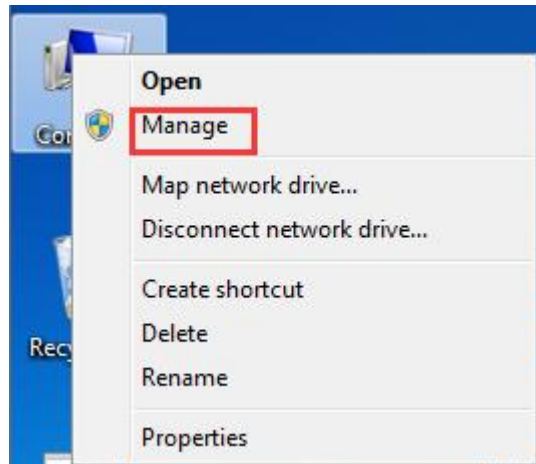
- EPS compatible

EPS compatible:

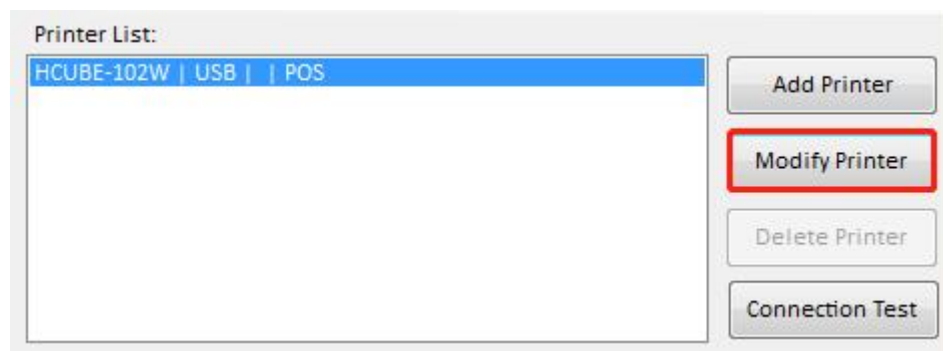


- Check the Virtual Serial Port

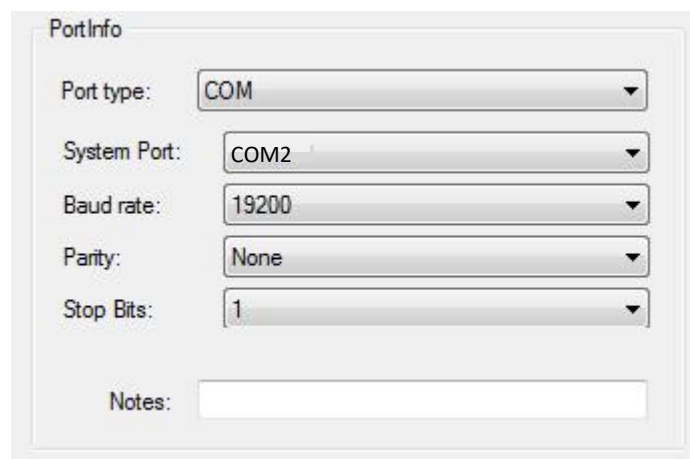
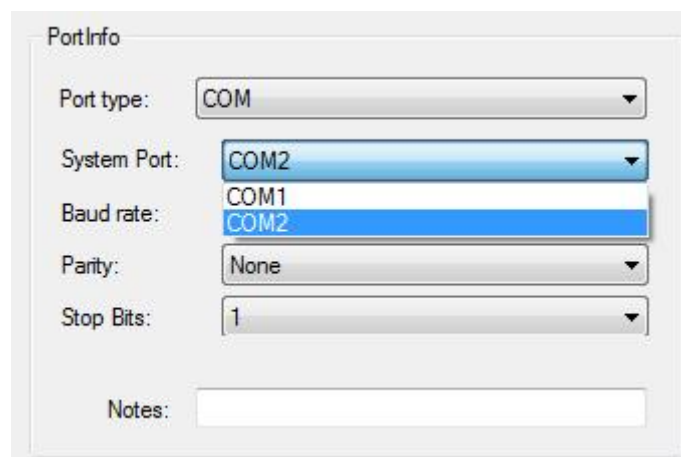
- ① Right-click the computer and select "Manage".
- ② Click "Device Manager" to view the virtual port. (such as: COM2).



- ③ Return to the printer utility and click "Modify Printer".



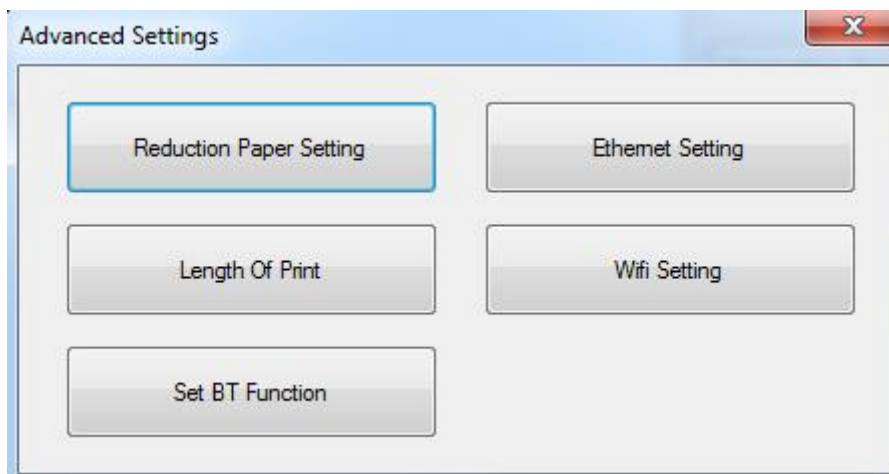
- ④ Change the port to "COM2".



- 2) After finishing setting all the above parameters, click "Set", the printer would restart automatically, then the settings would take effect.

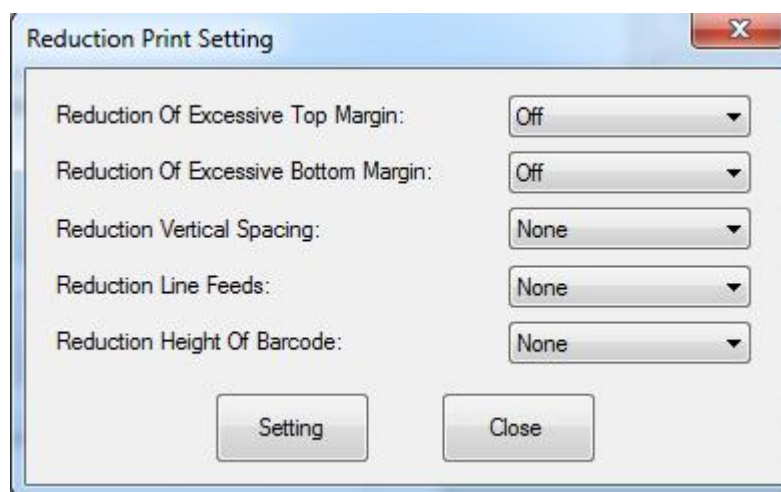
8.2.2.6 Advanced Setting

Advanced Settings contain following items. Click the button and printer will execute the appropriate action. The change will take into effect after restarting the printer.



◆ Reduction Paper Setting

Choose the item and click "Setting".



① Reduction Of Excessive Top Margin:

When the printer is in the "off" state, the blank part at the top of the printed paper is larger than the blank part at the top of the paper printed in the "on" state.

② Reduction Of Excessive Bottom Margin:

When the printer is in the "off" state, the blank part of the bottom of the printed paper is larger than the blank part of the bottom of the paper printed in the "on" state.

③ Reduction Vertical Spacing: 25%~75%

The bigger the reduction vertical spacing, the narrower the interval between two lines of characters.

④ Reduction Line Feeds: 25%~75%

The higher the reduction line feeds, the narrower the interval between two lines of characters.

⑤ Reduction Height of Barcode: 25%~75%

The bigger the reduction height of barcode, the smaller the height of the barcode.

◆ Ethernet Setting

Note: This setting is only available for models with Ethernet functionality.

This mode is divided into "Auto Assignment IP" and "Static IP Mode", select one of the modes to connect as needed.



Note: IP addresses can be obtained from the Self-test page.

- Static IP Mode

1) Change the printer IP address so that the printer IP address (such as: 192.168.0.33) is the same segment as the host IP address (such as: 10.0.21.89).

Here is the illustration:

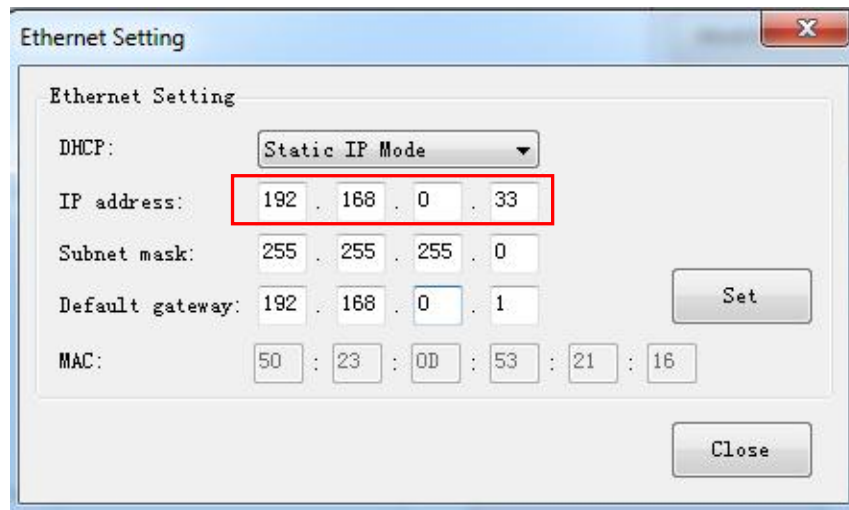


Figure ■ Printer IP Address

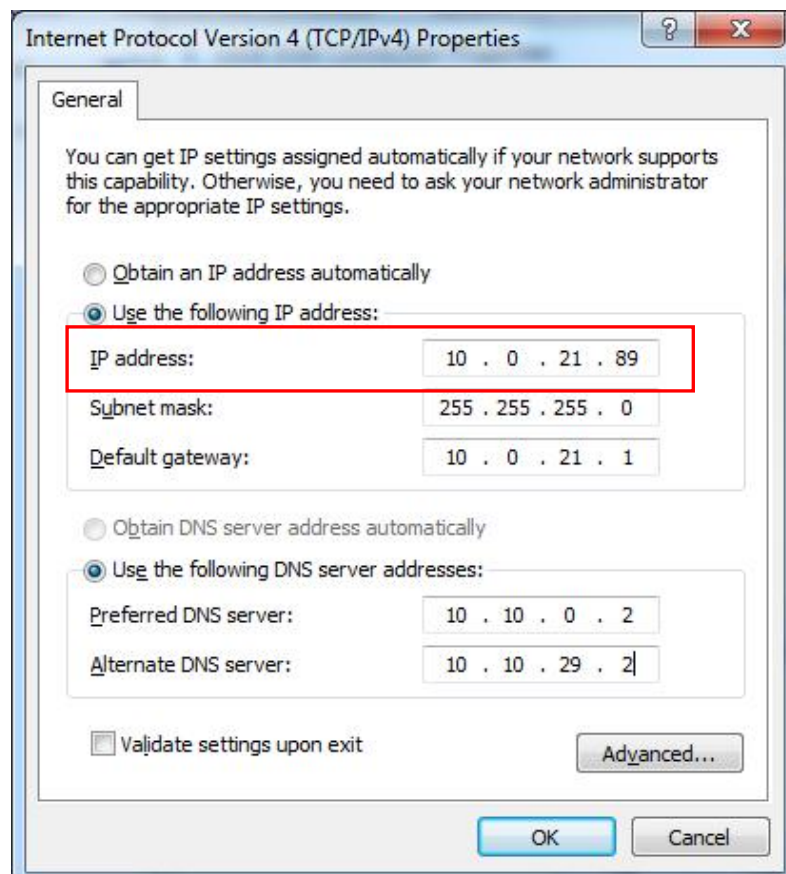
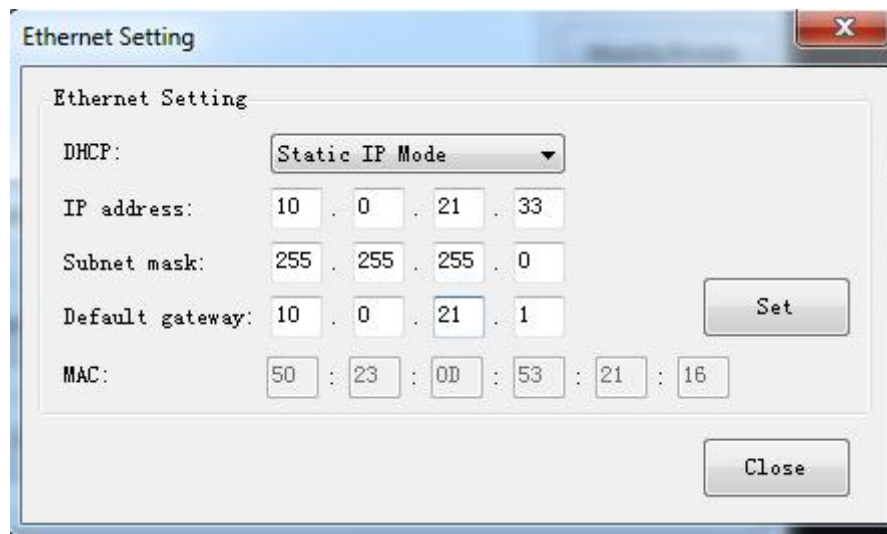


Figure ■ Host IP Address

2) Set the same network segment.

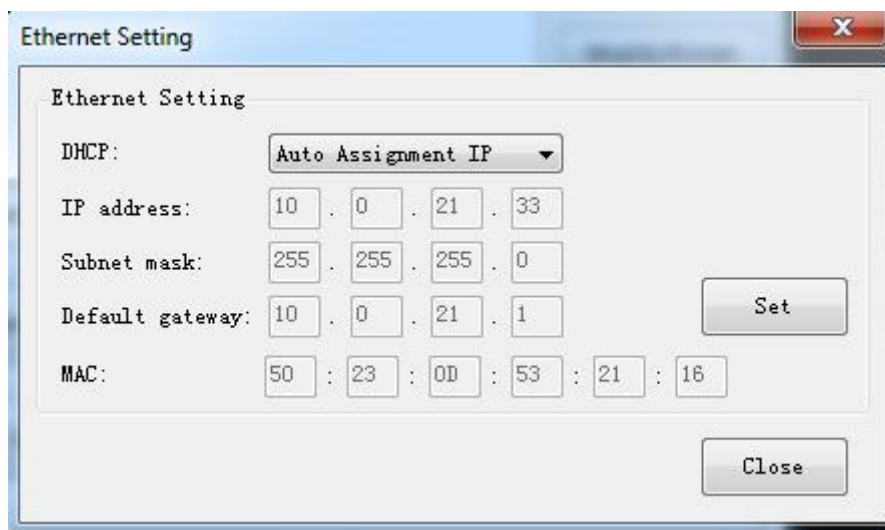


The screenshot shows the 'Ethernet Setting' dialog box. The 'DHCP' dropdown is set to 'Static IP Mode'. The 'IP address' is 10.0.21.33, 'Subnet mask' is 255.255.255.0, and 'Default gateway' is 10.0.21.1. The 'MAC' address is 50:23:0D:53:21:16. There are 'Set' and 'Close' buttons.

Figure ■ Printer IP Address

- Auto Assignment IP

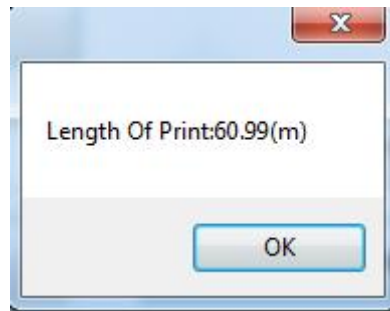
This mode automatically assigns the IP address to the printer.



The screenshot shows the 'Ethernet Setting' dialog box. The 'DHCP' dropdown is set to 'Auto Assignment IP'. The 'IP address' is 10.0.21.33, 'Subnet mask' is 255.255.255.0, and 'Default gateway' is 10.0.21.1. The 'MAC' address is 50:23:0D:53:21:16. There are 'Set' and 'Close' buttons.

When the settings are complete, click "Write", then restart the printer.

◆ Length Of Print



Click “Length of Print” to obtain the length of the paper that the printer has printed.

◆ WiFi Setting

Note: This setting is only available for models with Wi-Fi functionality.

The method to switch between Ethernet and Wi-Fi modes: In the power-on state, press and hold the paper feed button and the power button at the same time until the printer restarts. Then the printer will print out Ethernet or Wi-Fi information.



Note: Simultaneous use of Ethernet and Wi-Fi is not supported.

The following steps take HCUBE-102W (under WINDOWS 7) for example.

The screenshot shows a 'WIFI Config' window with the following elements:

- Module MAC:** Text input field.
- Module Version:** Text input field.
- Host Name:** Text input field.
- Wifi Mode:** Dropdown menu.
- Scan:** Button.
- SSID:** Dropdown menu.
- DHCP:** Dropdown menu.
- IP Address:** Text input field.
- Default gateway:** Text input field.
- Subnet mask:** Text input field.
- Auth Mode:** Dropdown menu.
- Encryption Method:** Dropdown menu.
- Key ID:** Dropdown menu.
- Password:** Text input field.
- Show password:** Checkbox.
- Read:** Button.
- Set:** Button (highlighted with a blue border).
- Restore Factory Setting:** Button.

Click “Read” to obtain the current status of printer.



Wi-Fi Module supports AP mode and STA mode, and default as AP mode.

■ Under AP mode, printer will be used as a wireless network access point, computer or other mobile devices can connect to this Wi-Fi.

The image shows a 'WIFI Config' dialog box with the following fields and controls:

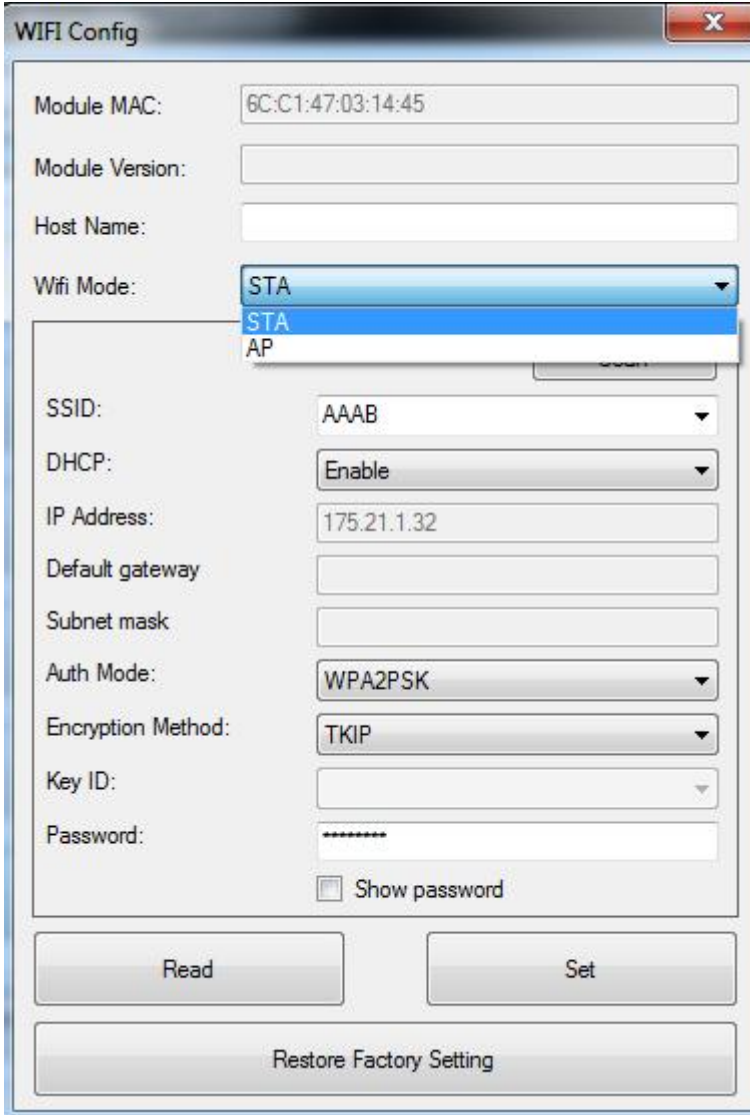
- Module MAC:** 6C:C1:47:03:14:45
- Module Version:** (empty text box)
- Host Name:** (empty text box)
- Wifi Mode:** AP (dropdown menu)
- SSID:** POS_WIFI
- IP Address:** 192.168.1.1
- Channel:** (empty dropdown menu)
- Encryption Mode:** WPA2PSK (dropdown menu)
- Password:** (masked with asterisks)
 - ☐ Show password
- Buttons:** Read, Set, and Restore Factory Setting.

| | |
|-----------------------|---|
| Module Version | Current Module Version |
| WiFi Mode | Supports “AP” mode and “STA” mode, and default as “AP” mode |
| SSID | Modifiable, default as “POS_WIFI” |
| IP Address | Modifiable, default as “192.168.1.1” |

If it's necessary to modify SSID and IP address, click “Set” after modifying, then restart the printer.

■ When using the STA mode, take the printer as a terminal. The PC or mobile devices and printer need to be on the same LAN.

- Choose STA under Wi-Fi mode, the interface is shifted to the following screenshot:



The screenshot shows a 'WIFI Config' window with the following fields and options:

- Module MAC: 6C:C1:47:03:14:45
- Module Version: (empty)
- Host Name: (empty)
- Wifi Mode: A dropdown menu is open, showing 'STA' selected, with 'STA' and 'AP' as visible options.
- SSID: AAAB
- DHCP: Enable
- IP Address: 175.21.1.32
- Default gateway: (empty)
- Subnet mask: (empty)
- Auth Mode: WPA2PSK
- Encryption Method: TKIP
- Key ID: (empty)
- Password: (masked with asterisks)
- ☐ Show password
- Buttons: Read, Set, and Restore Factory Setting.

- Click “Scan”, choose a connectable “hot spot” from SSID options. type in the password of Wi-Fi that you want to connect to.

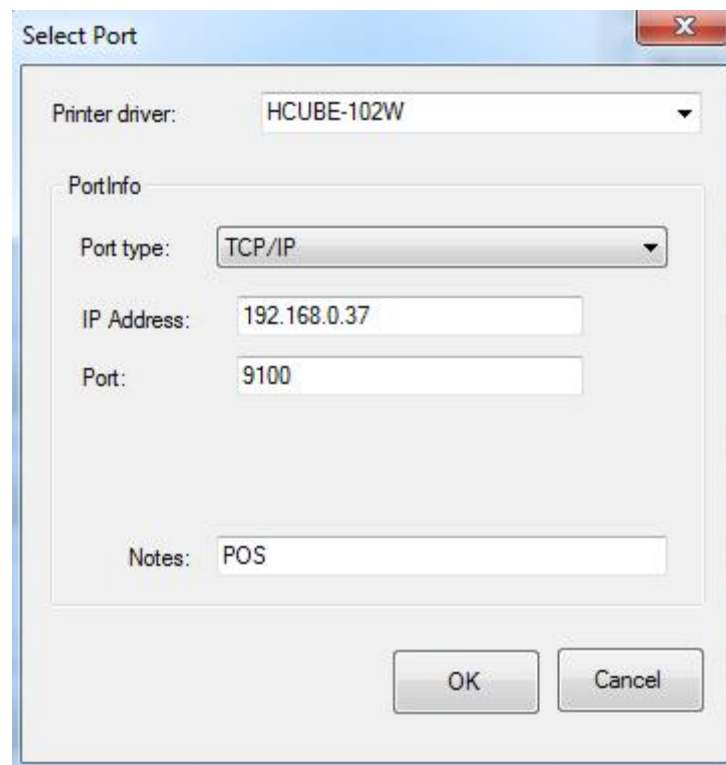
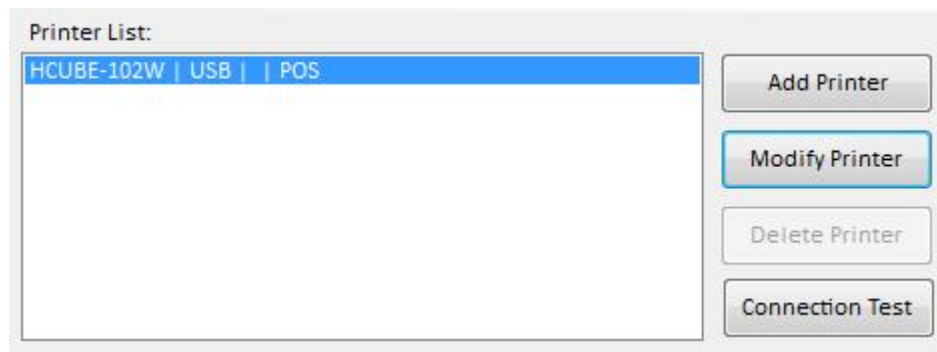
- Click “Set”. After it is set successfully, the printer would restart automatically.

The screenshot shows a 'WIFI Config' window with the following fields and controls:

- Module MAC:** 6C:C1:47:03:14:45
- Module Version:** (empty)
- Host Name:** (empty)
- Wifi Mode:** STA (dropdown menu)
- Scan** button
- SSID:** AAAB (dropdown menu)
- DHCP:** Enable (dropdown menu)
- IP Address:** 175.21.1.32
- Default gateway:** (empty)
- Subnet mask:** (empty)
- Auth Mode:** WPA2PSK (dropdown menu)
- Encryption Method:** TKIP (dropdown menu)
- Key ID:** (empty)
- Password:** (masked with asterisks)
- ☐ Show password
- Read** button
- Set** button
- Restore Factory Setting** button

| | |
|------------------------|--|
| SSID | The SSID name that is chosen after scanning “hot spot” |
| DHCP | Enable/Disable dynamic allocation of IP |
| IP Address | When DHCP is at Enable status, IP address will be allocated automatically, no need to do the setting; When DHCP is at Disable status, IP address must be set to the same LAN with the Wi-Fi that you connect to |
| Default gateway | When DHCP is at Enable status, default gateway will be allocated automatically, no need to do the setting; When DHCP is at Disable status, default gateway can be input |
| Subnet mask | When DHCP is at Enable status, subnet mask will be allocated automatically, no need to do the setting; When DHCP is at Disable status, subnet mask can be input |

- After the printer is restarted, short press the power button 3 times, so that the current Wi-Fi parameter information can be printed.
- After completing the setting, connect the computer to the Wi-Fi that the printer connects to, click “Modify Printer”, choose “TCP/IP”, and set the IP address the same as the printer’s IP address, then click “OK”. **(Following Screenshot takes HCUBE-102W as an example)**



- Click “Connection Test” to check if the setting is successful.



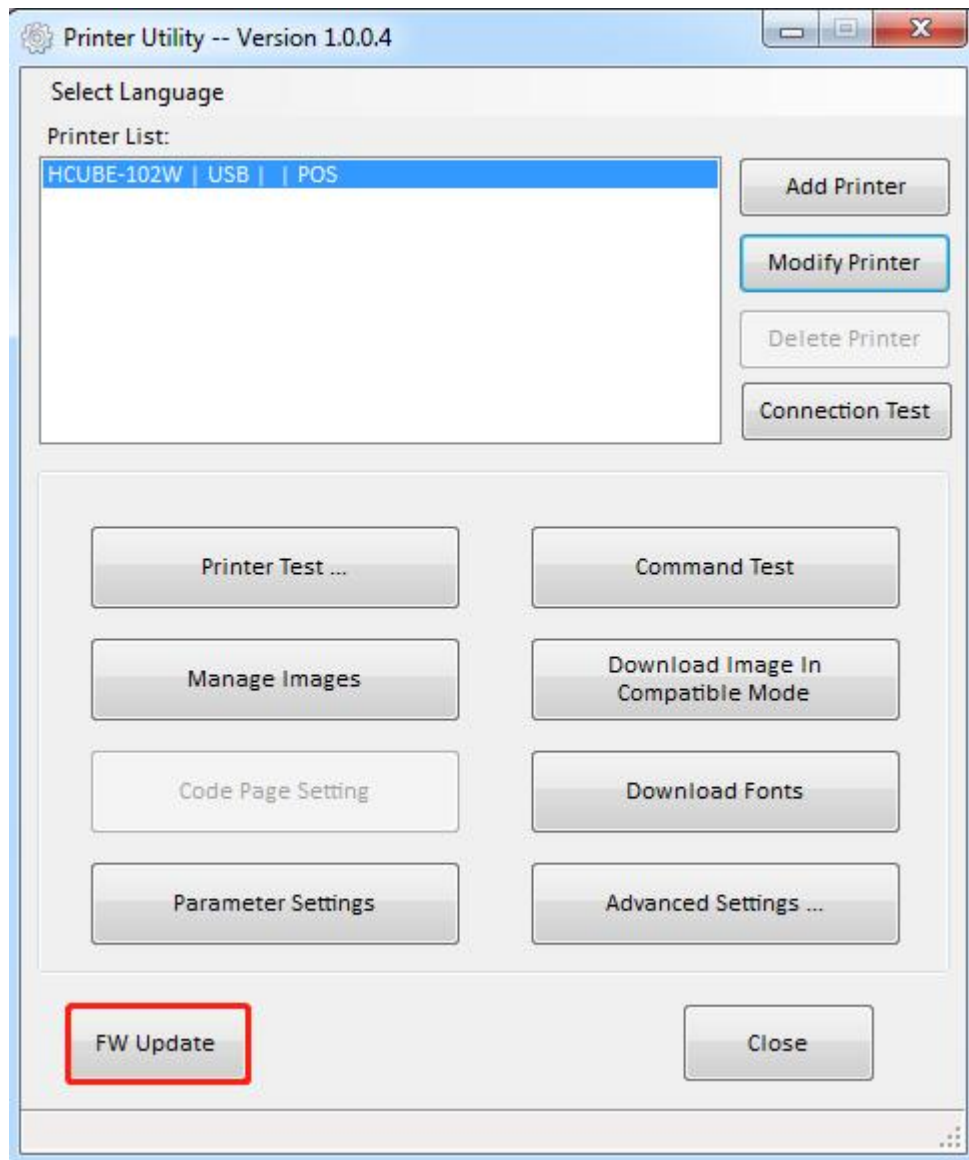


Notes: When the printer is failed to connect with its master devices, please check if the settings are correct, and please check if the master devices and the printer are on the same network segment. When parameter setting error occurs, which leads to the failed connection, please reset the Wi-Fi parameter by the following way 1) or 2):

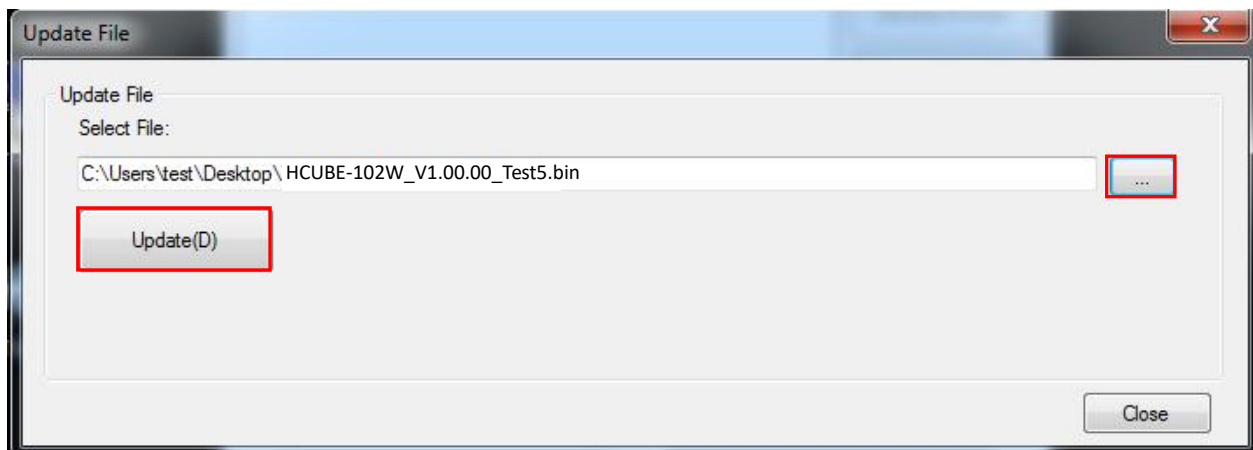
- 1) For models of POS printers (with embedded Wi-Fi module), shortly press the power button five times, so that the Wi-Fi parameter would be reset. The printer would restart automatically, so the reset is taken into effect.**
- 2) For other models of POS printers (with external Wi-Fi module), shortly press the Function/Reset Button (at the interface board) for five times, and the Wi-Fi parameter would be reset. The printer would restart automatically, so the reset is taken into effect.**

8.3 Firmware Update

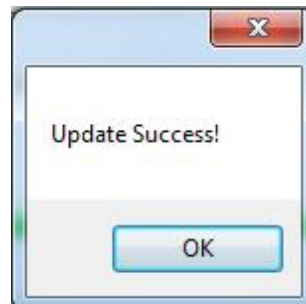
1) Click “FW Update”.



2) Click “...” to choose the “bin” file, and click “Update”.



4) Update success.



5) The printer will restart automatically to take effect.

9 WINDOWS DRIVER INSTRUCTION

9.1 Information

This Windows Driver Instruction provides information on installation, detailed specifications, and usage of the printer's Windows Driver according to PC operating system (OS).

We maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. As follows, product specifications and/or user manual content may be changed without prior notice.

9.2 Operating System (OS) Environment

The following operating systems are supported for usage.

- Microsoft Windows 11 IoT
- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 (32 bit/64 bit)
- Microsoft Windows Vista (32 bit/64 bit)
- Microsoft Windows Server 2019

9.3 Windows Driver Preparation

Follow the link <http://sam4s.com/eng/asp/download.asp> and find the product name

HCUBE-102W, then you can download Windows Driver and other items.

The Windows Driver installation file name is:

SAM4S_POS_Printer_Windows_Driver_v2.7.4.2.exe

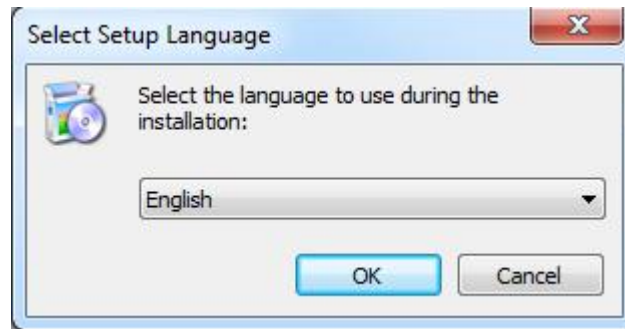
9.4 Windows Driver Installation



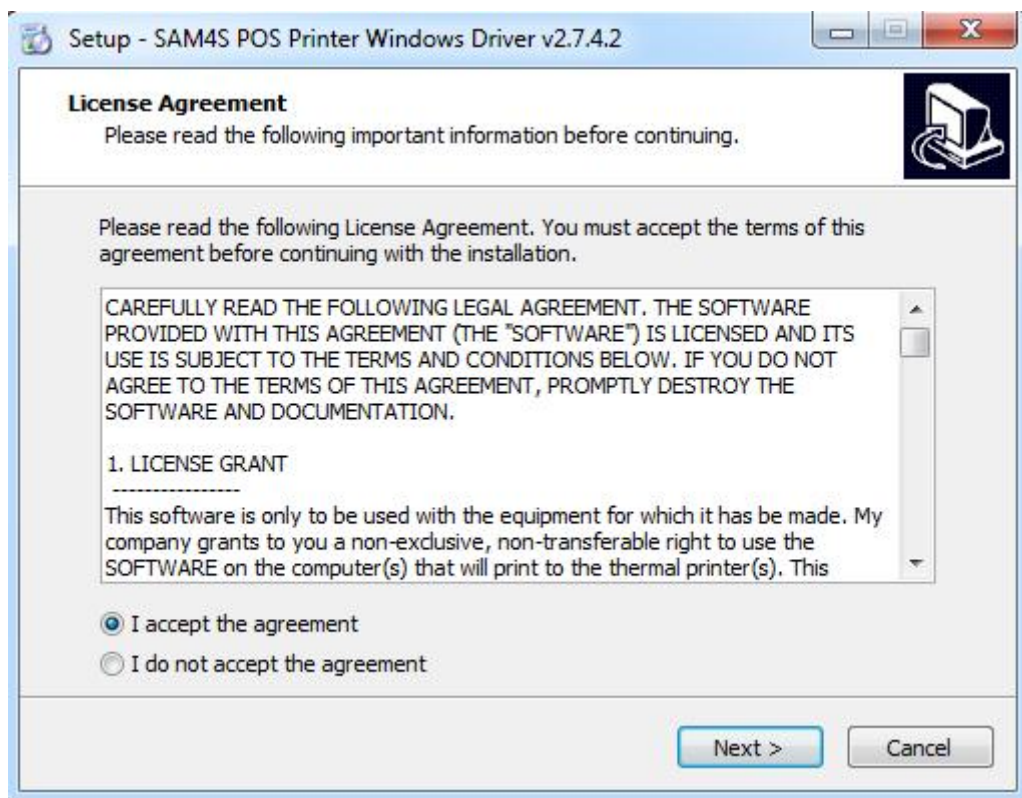
Warning:

Under different operating system, the screen has slight difference. Please operate it according to the tips. Take HCUBE-102W (Windows 7) as example.

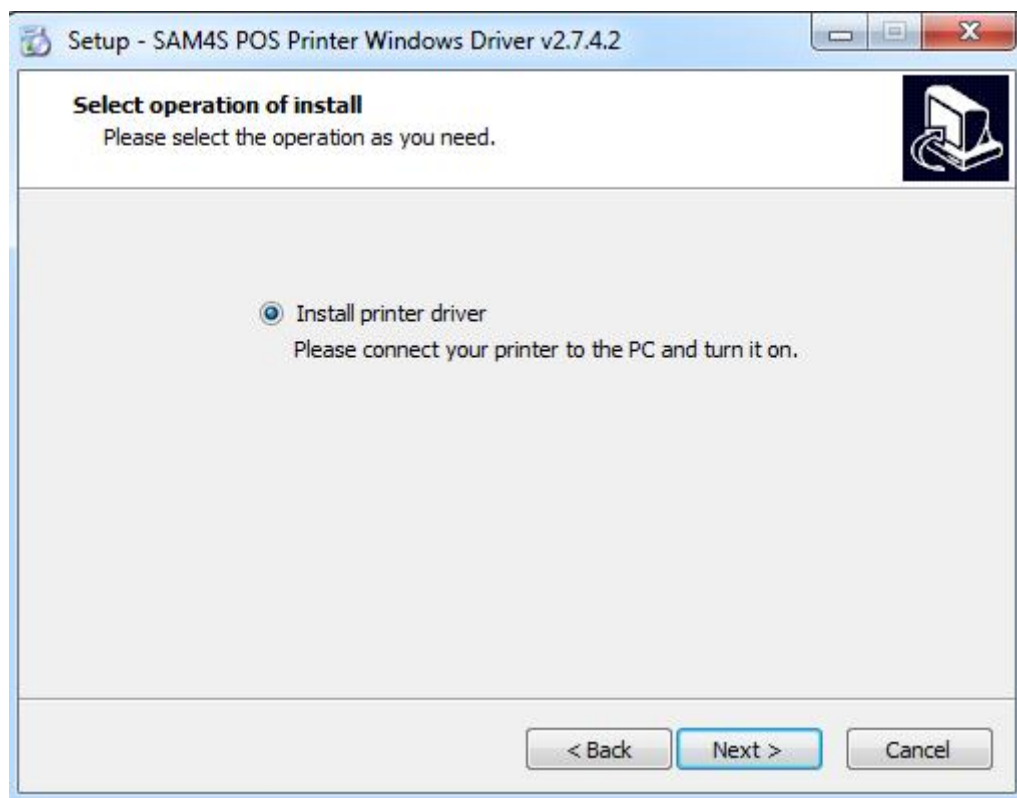
- 1) Double click Windows Driver, and choose the language.



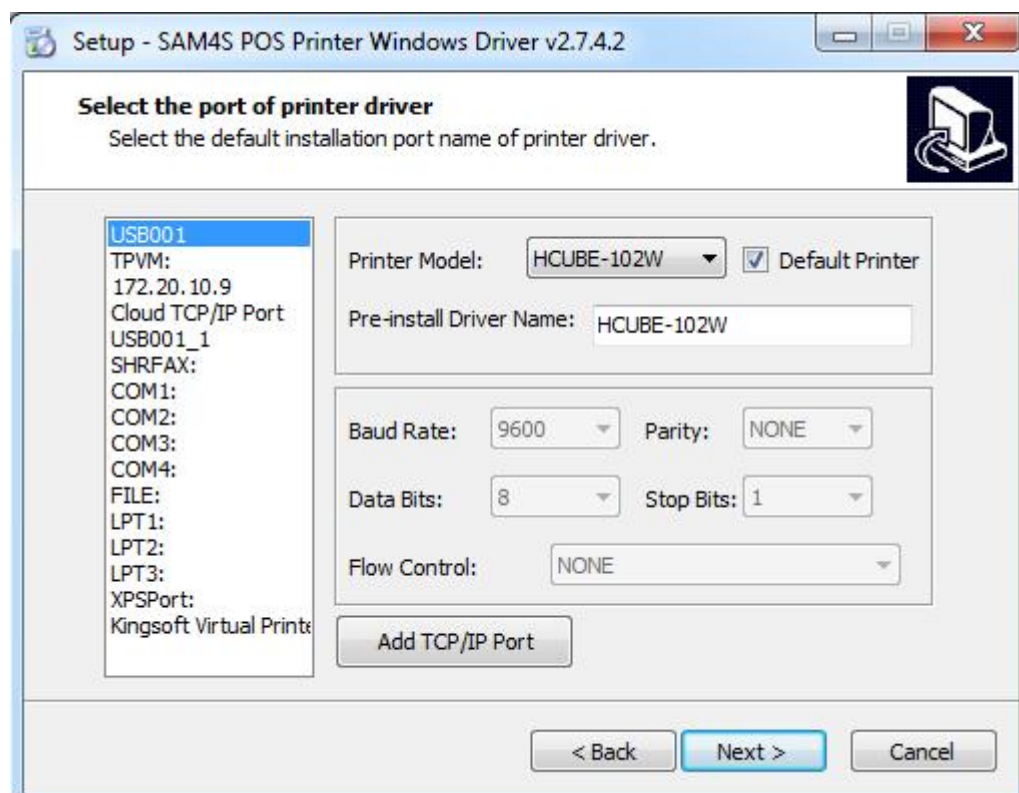
- 2) Choose "I accept the agreement" and click "Next".



3) Click “Next”



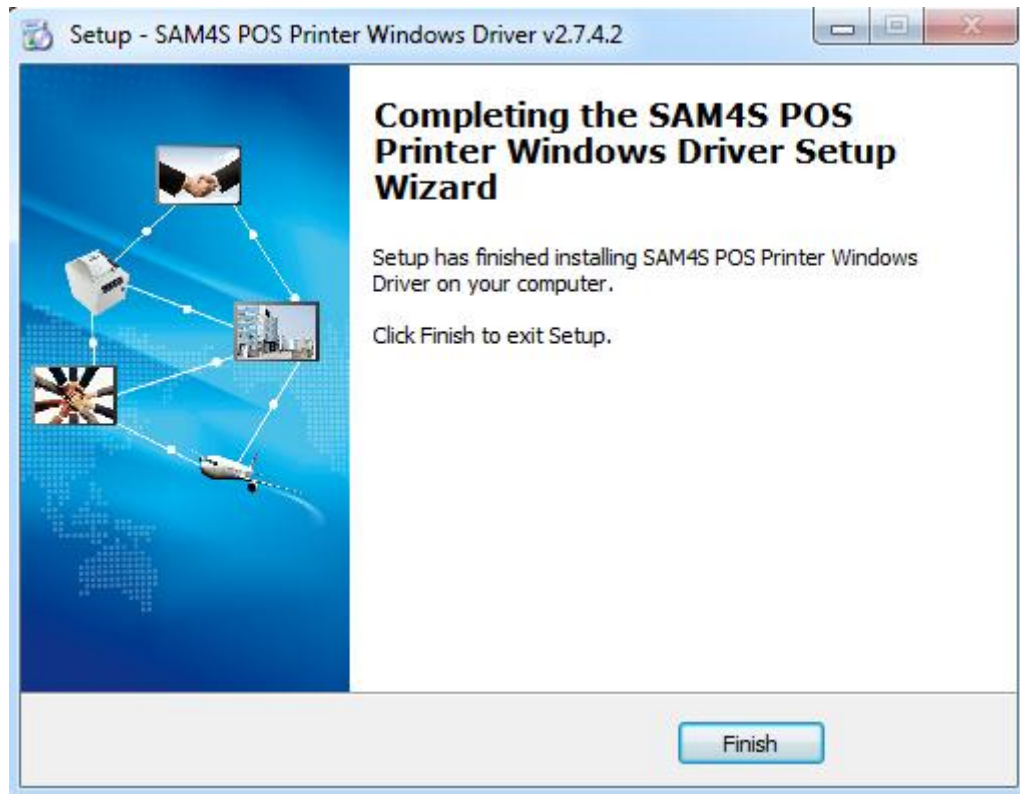
4) Choose the matched type and port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port). Choose the type and port of driver, such as “HCUBE-102W”, “USB001”. Click “Next”.





Note: If printer is already connected with computer by USB port, it only needs to click “Install”, then it will be installed automatically. Otherwise, proceed to the next step.

5) Click “Finish”. POS printer driver is installed successfully.



6) After installation, the icon will be found in “Start” → “Devices and Printers”.

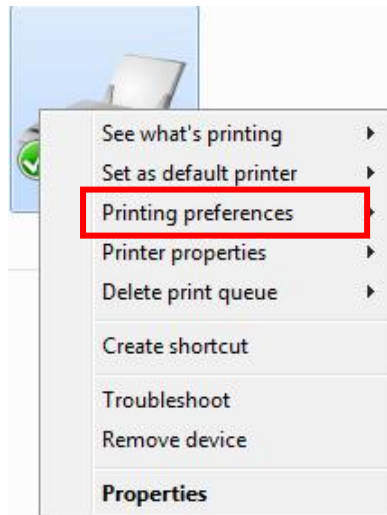


Note: If you already installed the driver (No matter what kind of port), when you connect the printer with computer, it will create a USB port automatically.

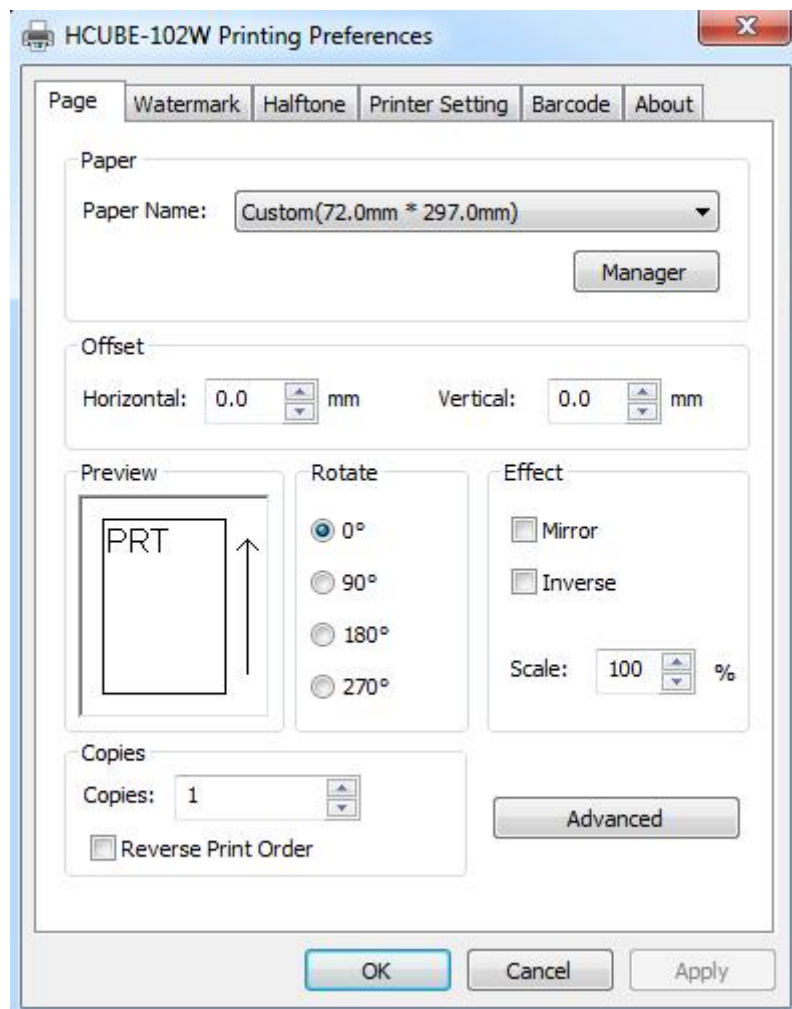
9.5 Detailed Windows Driver Setting

9.5.1 Printing Preferences

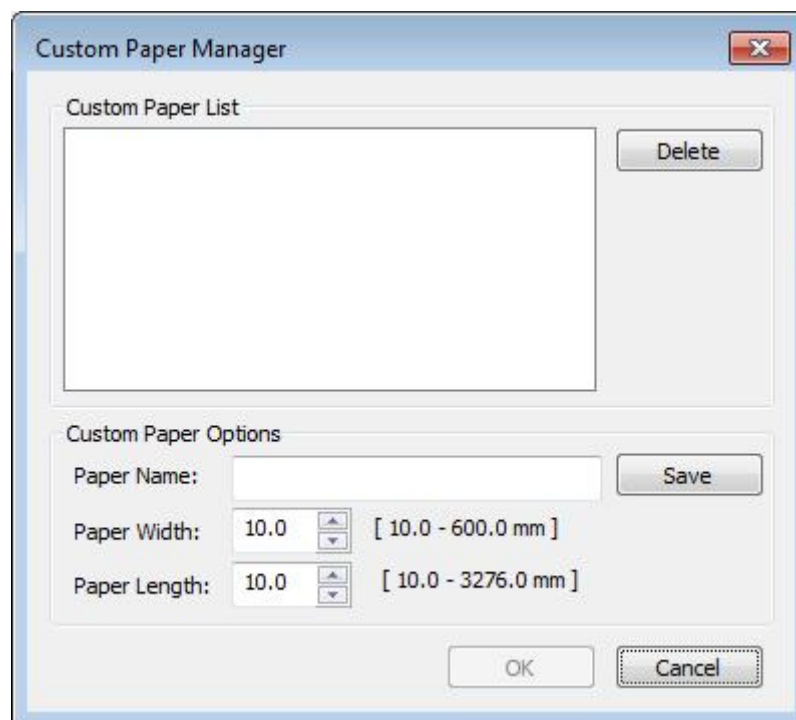
1) Click “Start” → “Devices and Printers”. Right click “HCUBE-102W” and choose “Printing preferences”.



2) According to the different needs, choose “Paper”\“Offset”\“Rotate”\“Effect”\“Copies” in “Page”.

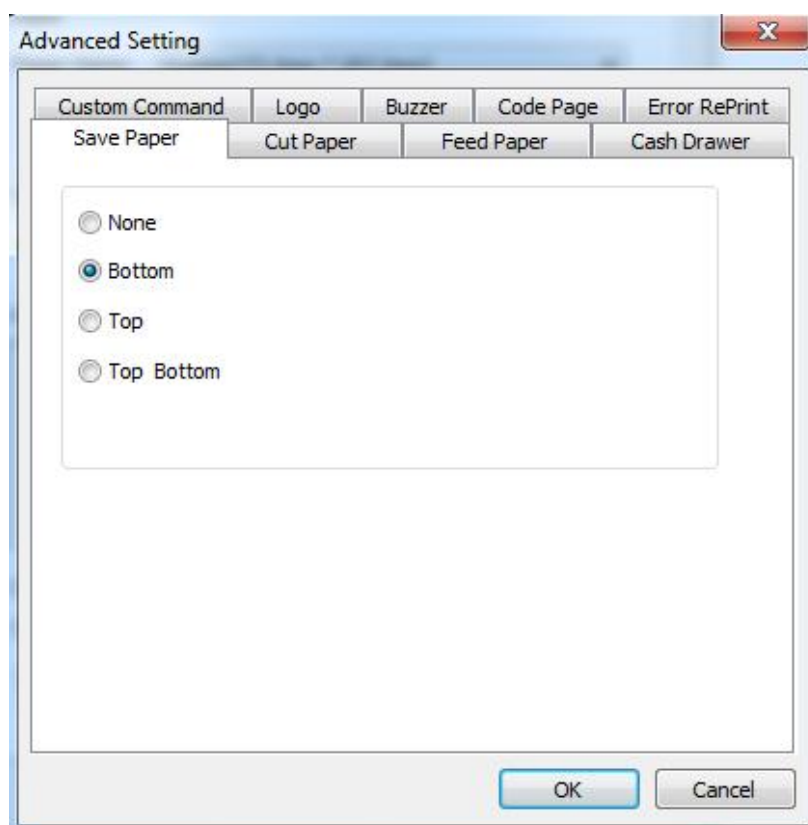


- Click on “Manager”, add or delete paper.

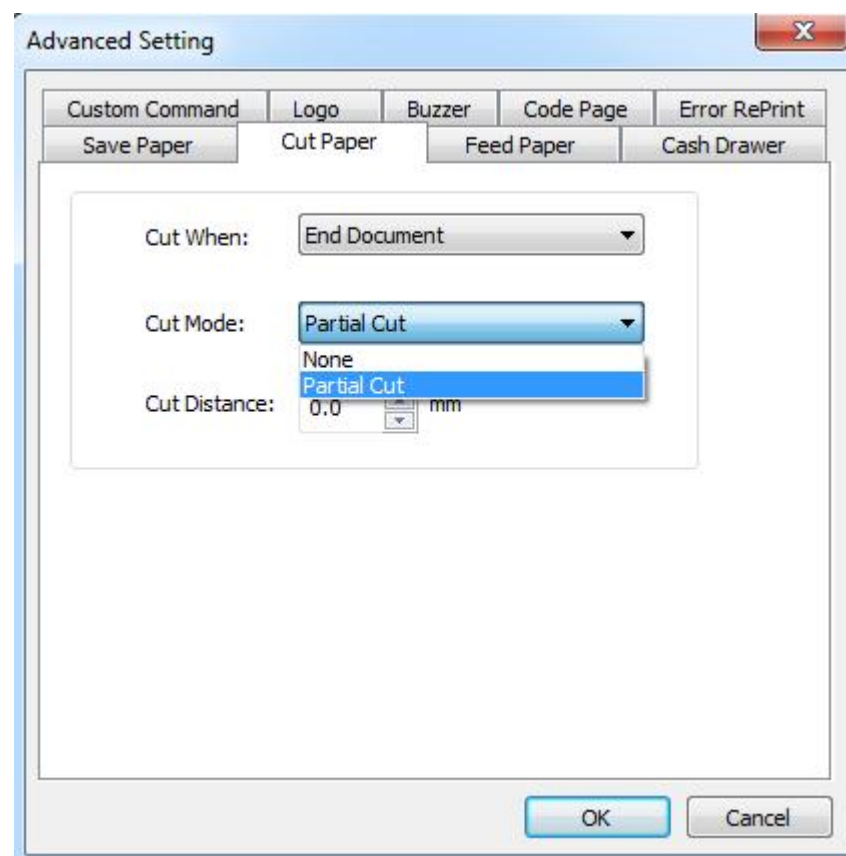
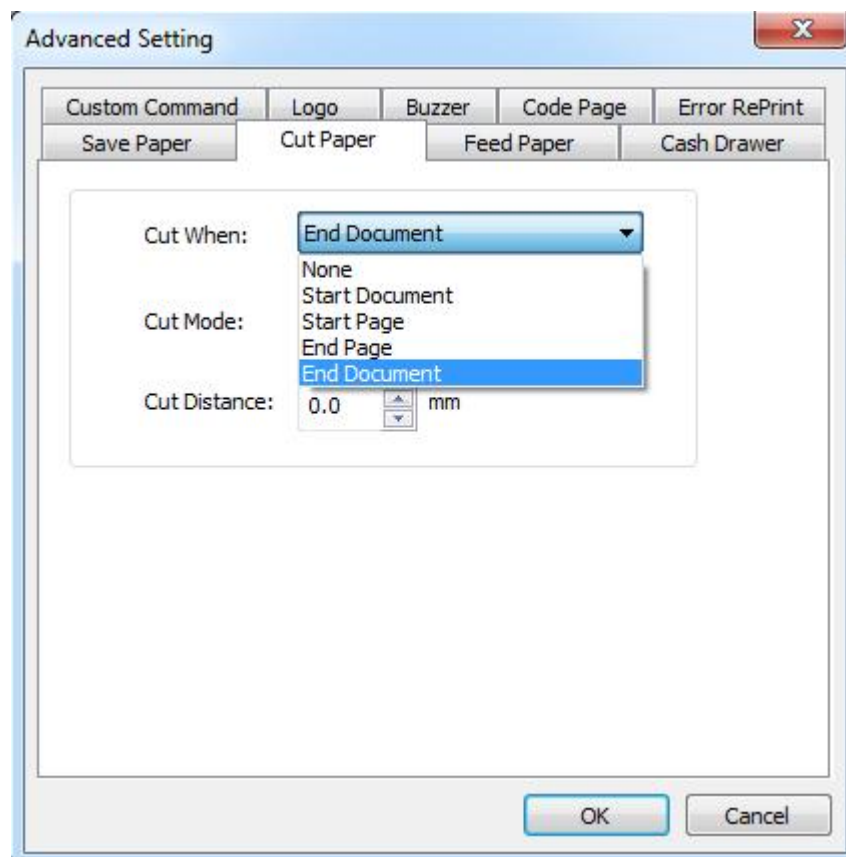


- Click on “Advanced” to set “Save Paper”, “Cut Paper”, “Feed Paper”, “Cash Drawer”, “Custom Command”, “Logo”, “Buzzer”, “Code Page”, and “Error Reprint”.

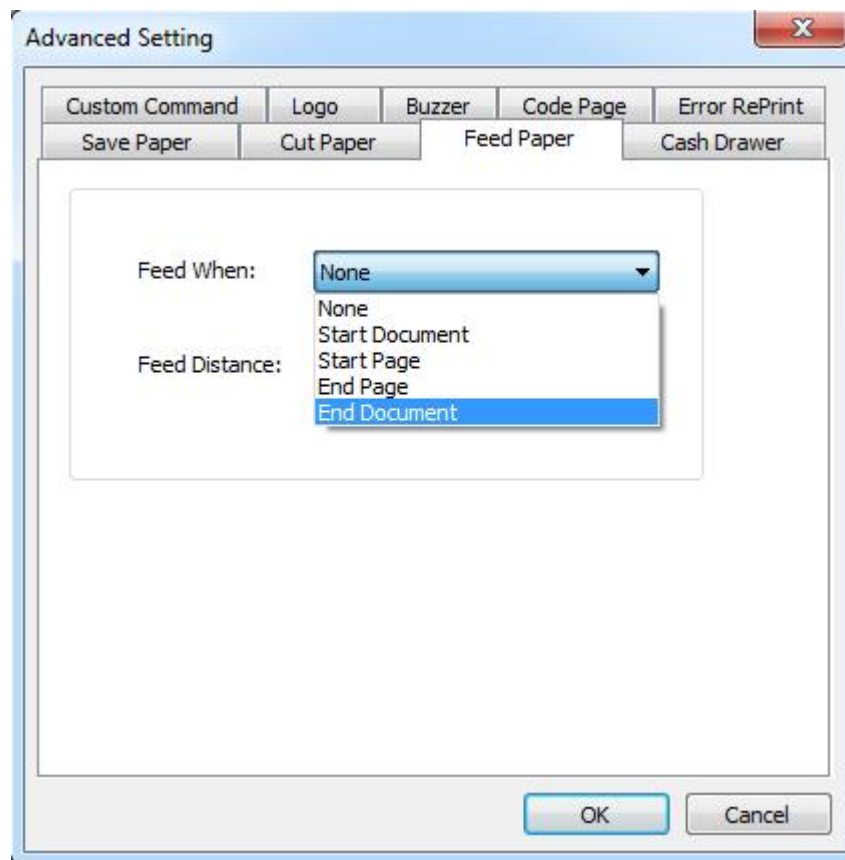
- Save paper



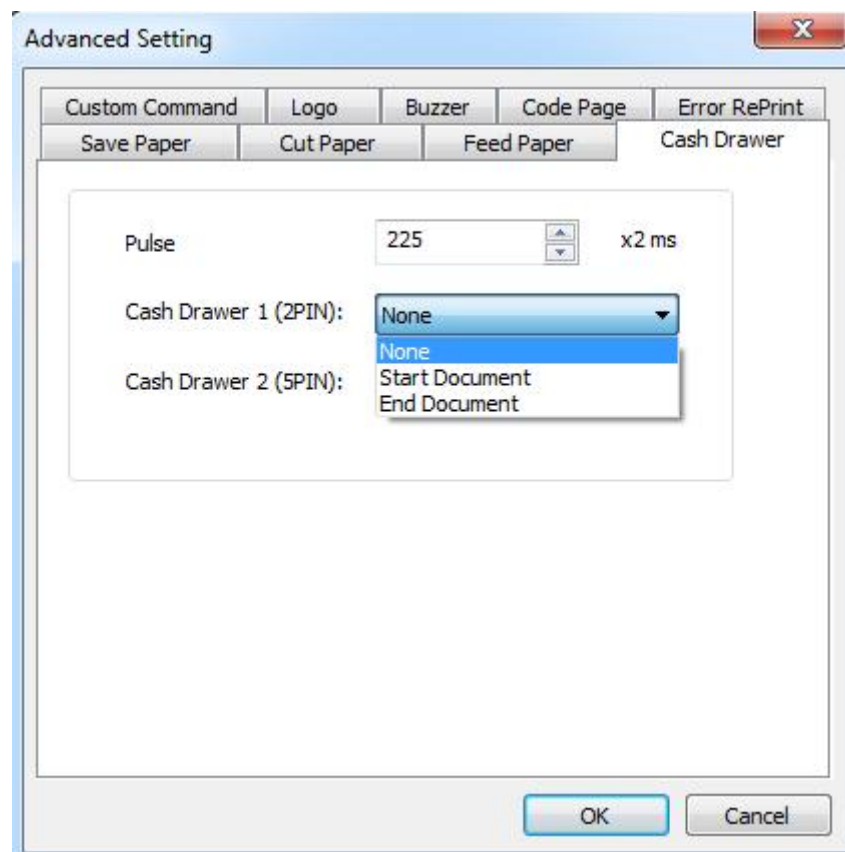
■ Cut Paper



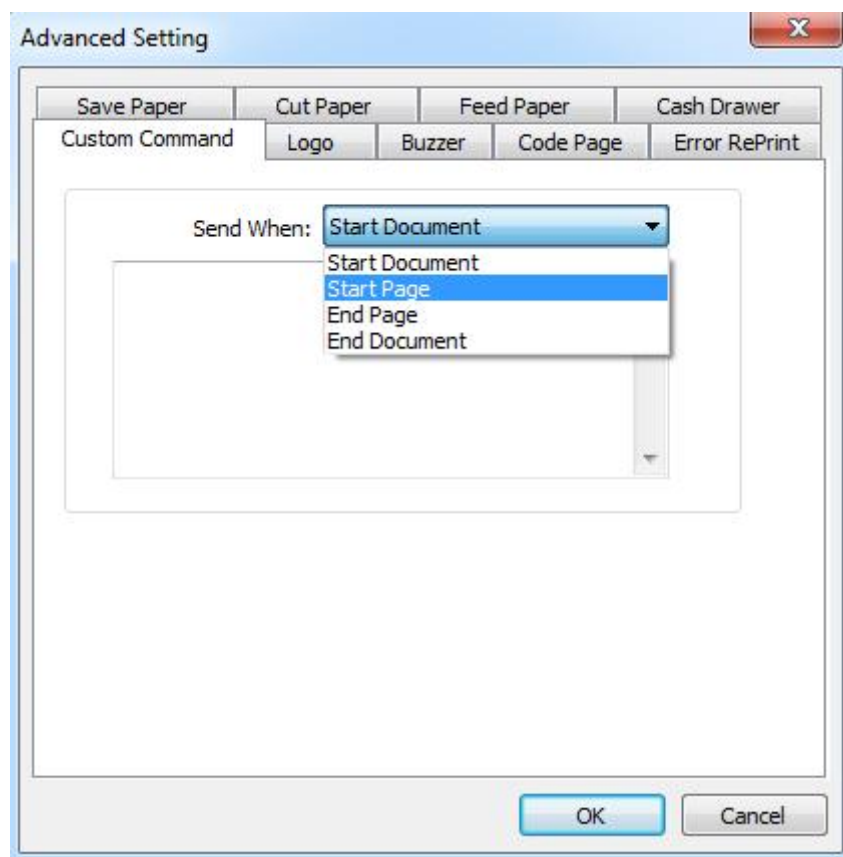
- Feed paper



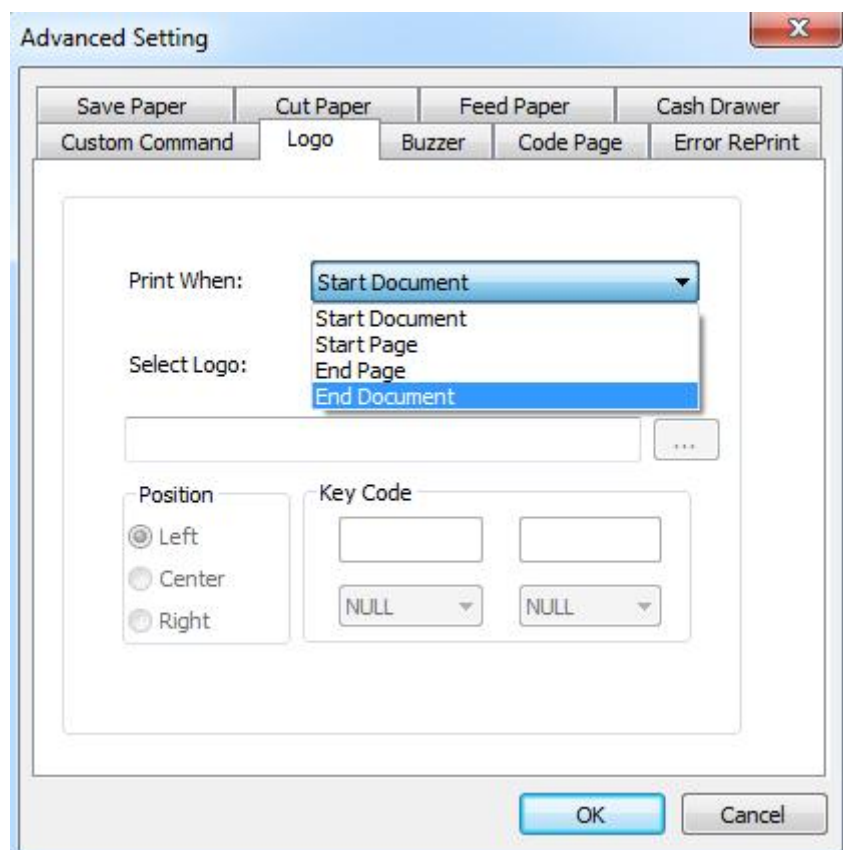
- Cash drawer



- Custom Command



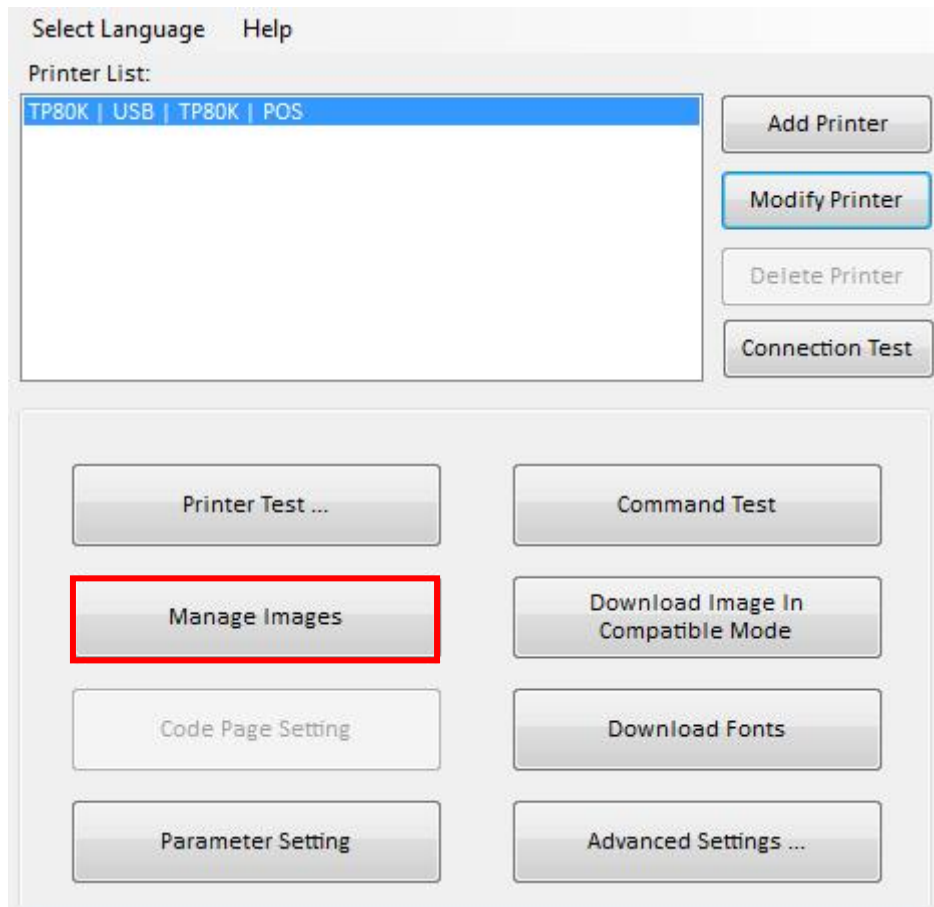
- Logo



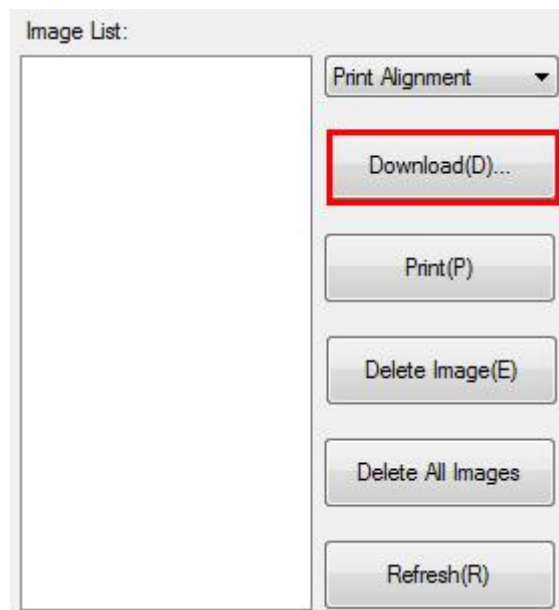


Note: this setting needs to be set in utility.

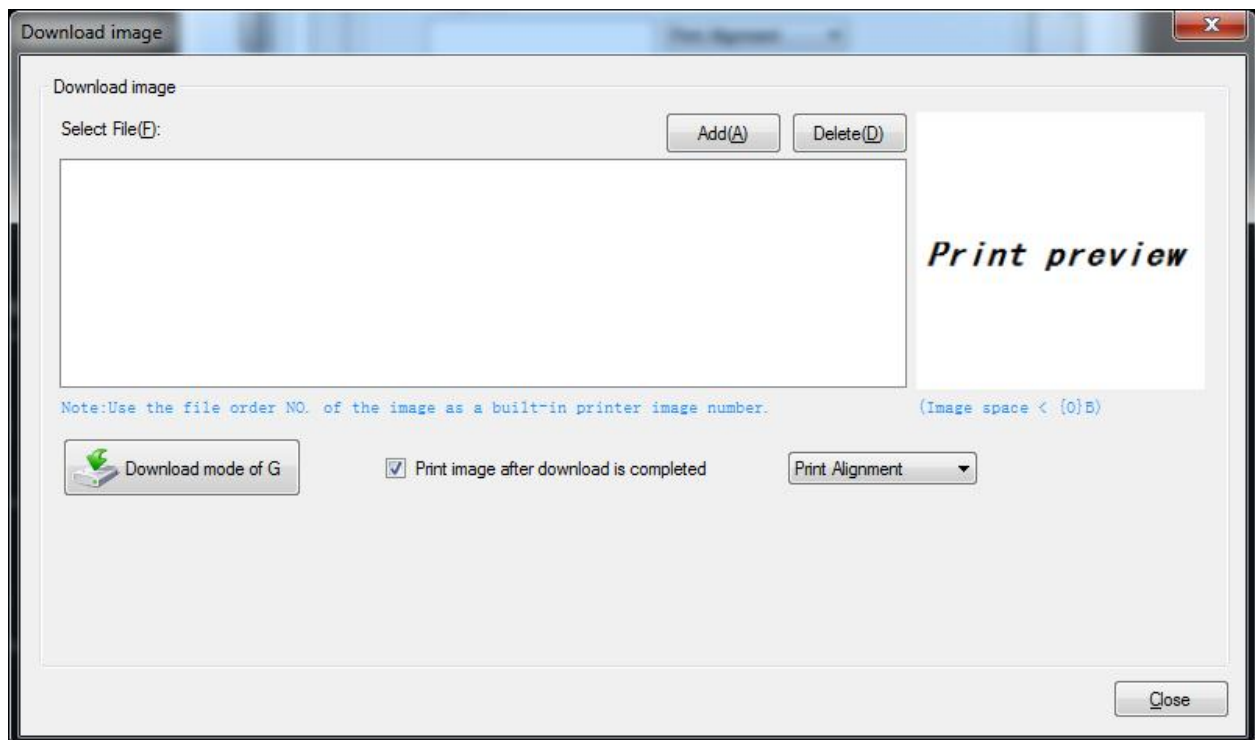
- ① Open the utility and click "Manage Images".

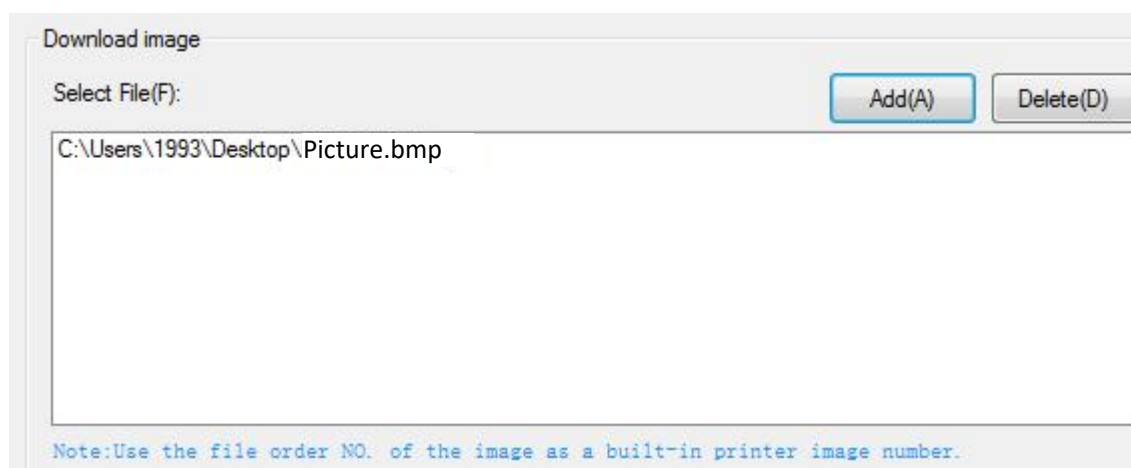


- ② Click "Download".

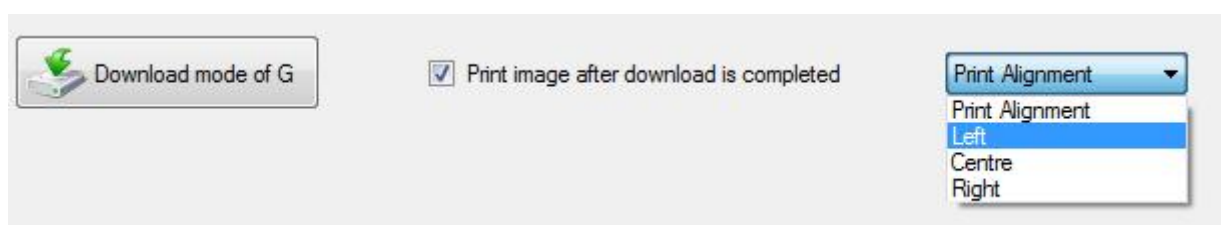


- ③ Click "Add" to add a logo. (BMP format is recommended)





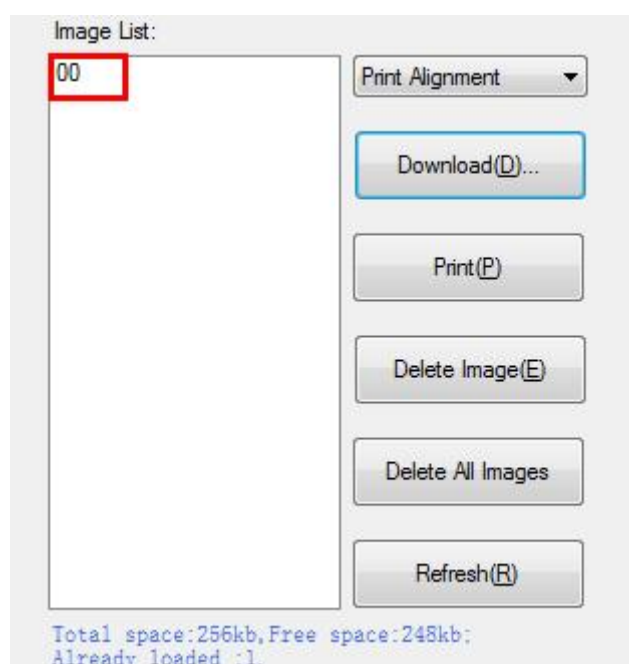
- ④ Select the print location, and then click "Download mode of G". (Such as: left print)



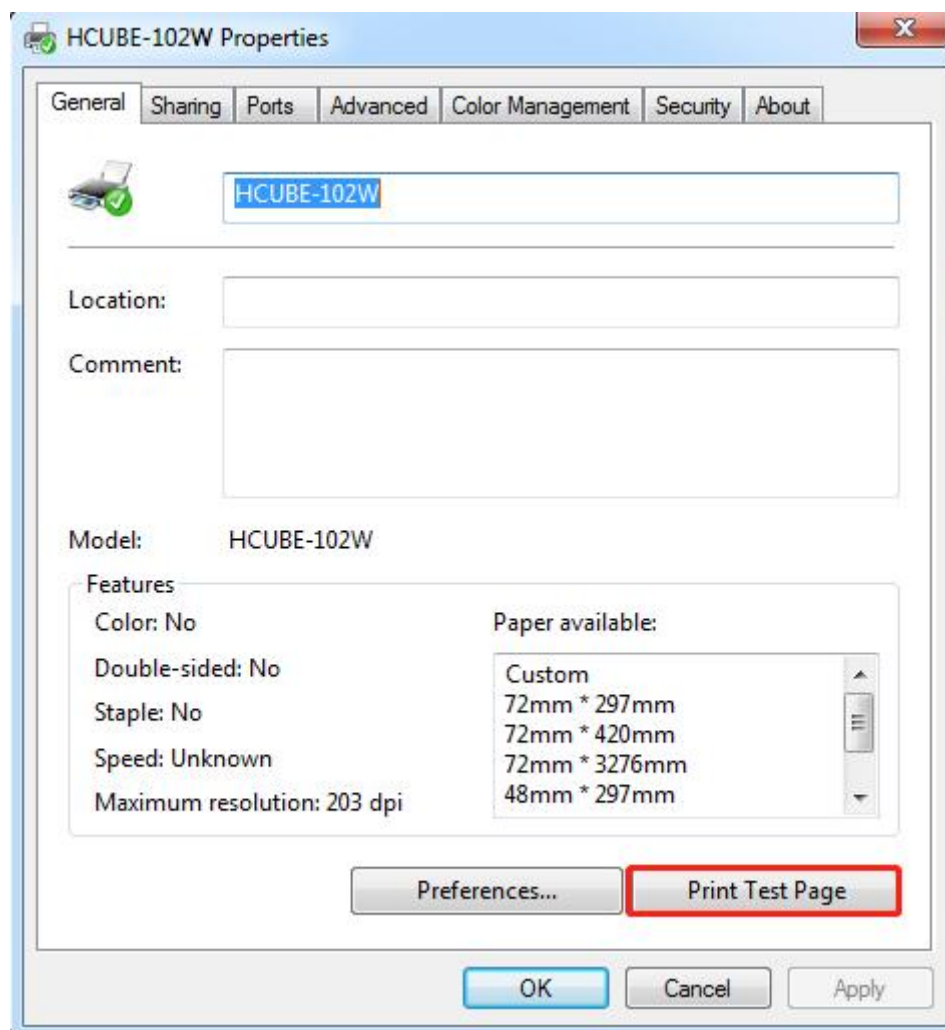
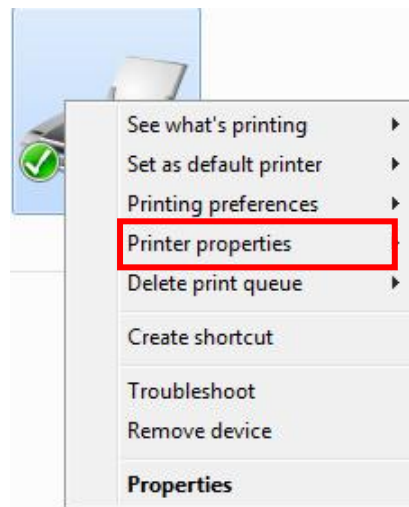
- ⑤ Return to image list to view the image number.



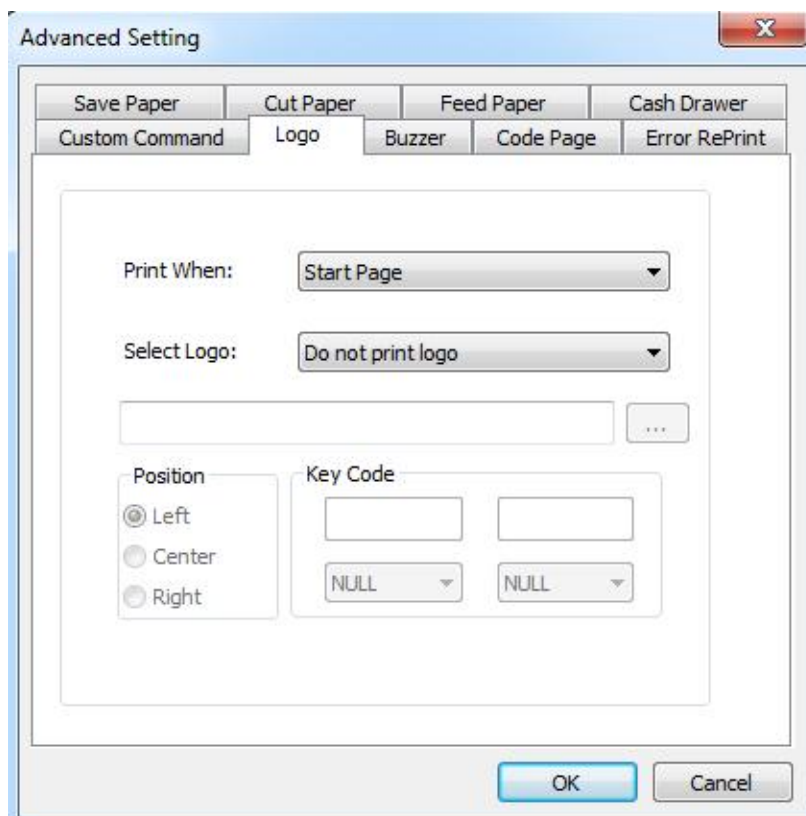
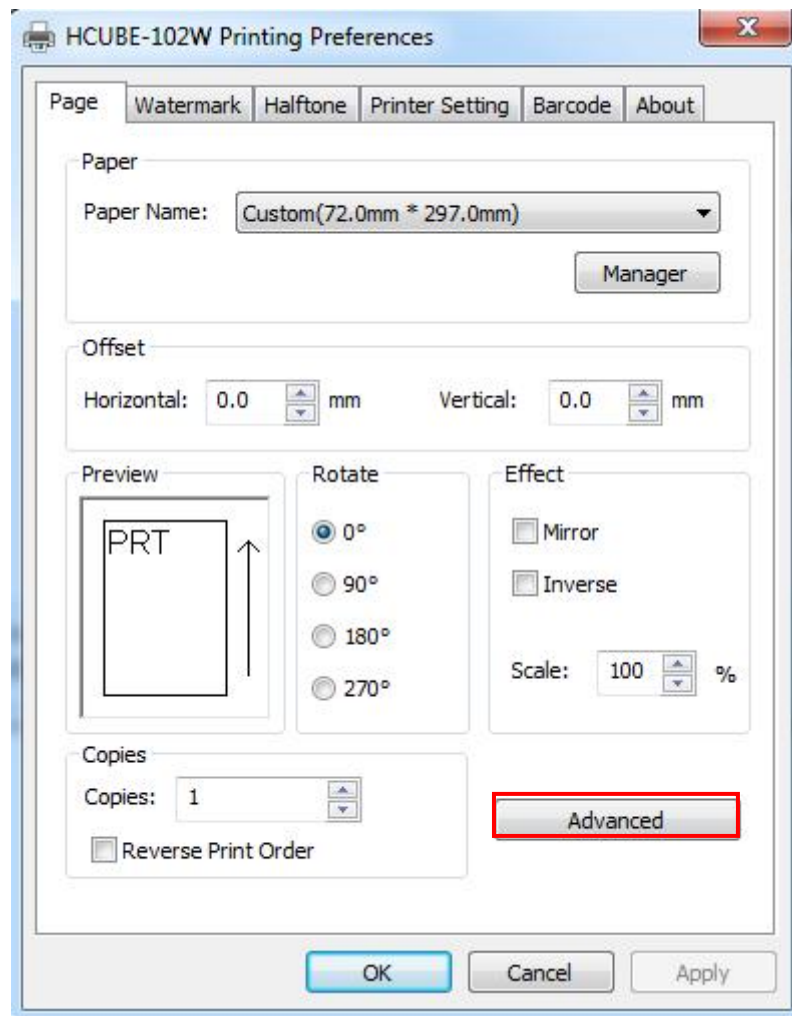
Note: each time click "Download mode of G", an image list number will be generated.



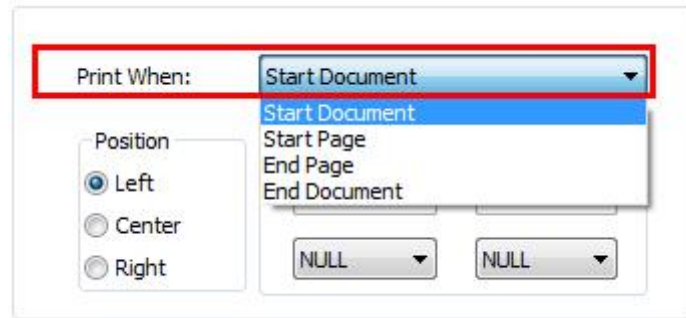
- ⑥ Select “Printer properties”, click “Print Test Page” to view the printing effect.



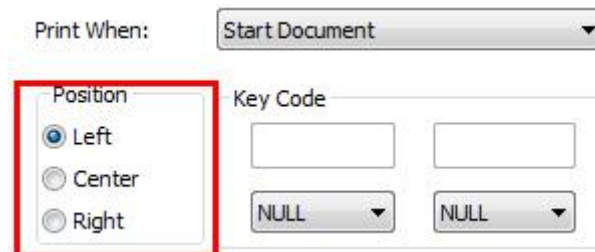
- ⑦ Click the “Advanced”, then click “Logo”.



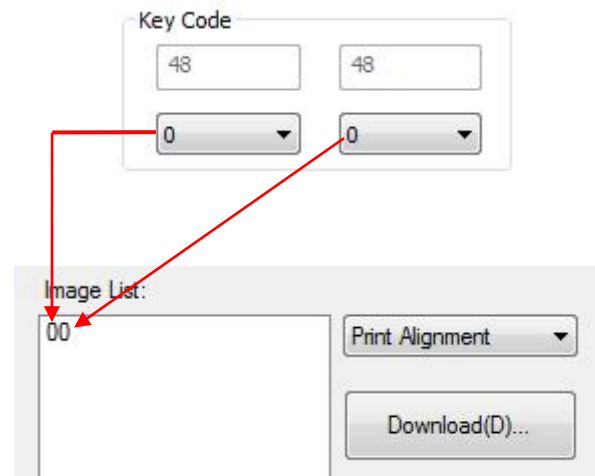
- ⑧ Set the printing time to print and click "OK". (Such as: Start Document)



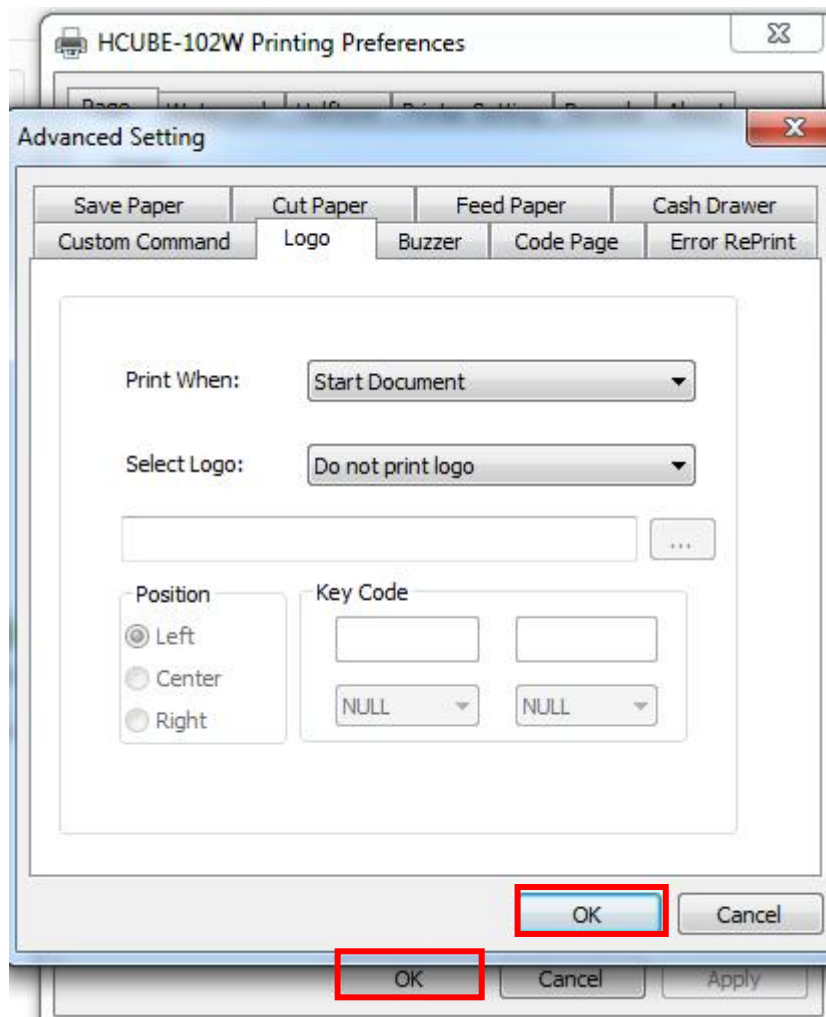
- ⑨ Return to the logo setting in driver, also select "Print left".



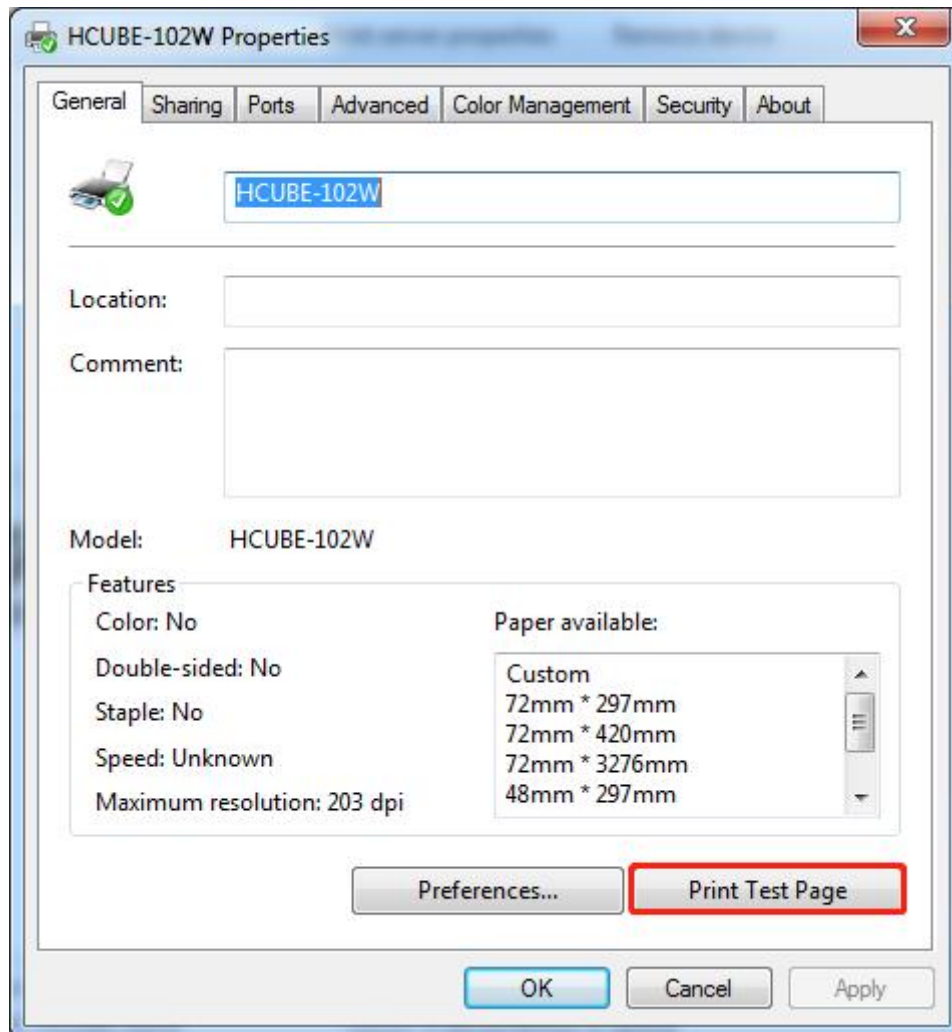
- ⑩ Set the key Code according to the image number. (Such as: 0 0)



⑪ Then click "OK".



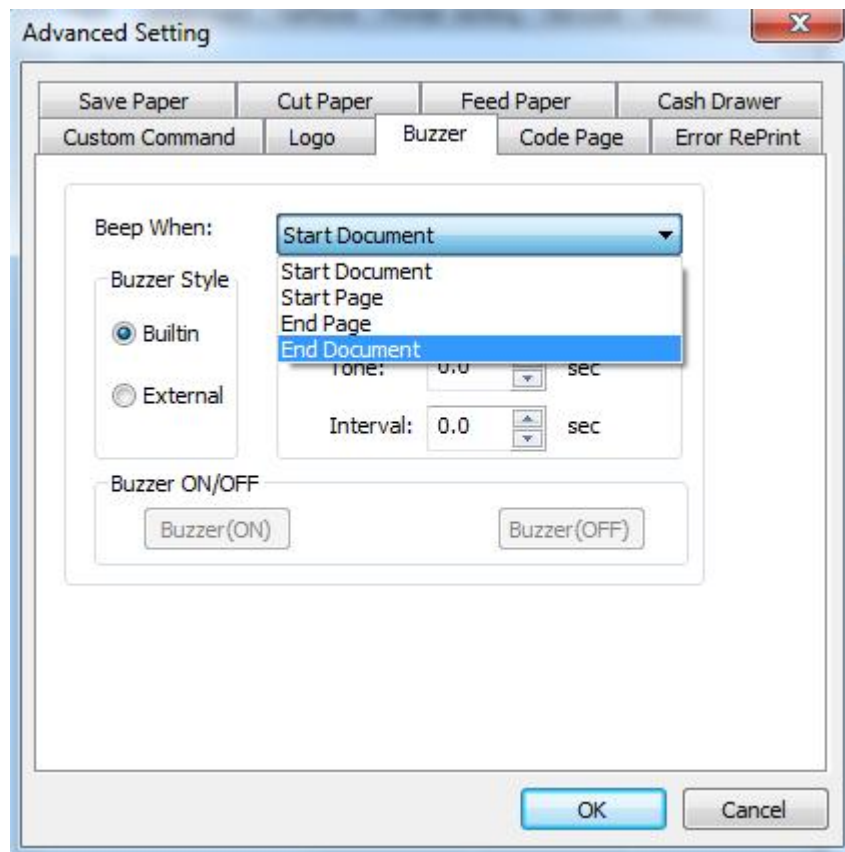
- ⑫ Click “Print Test Page” to view the printing effect.



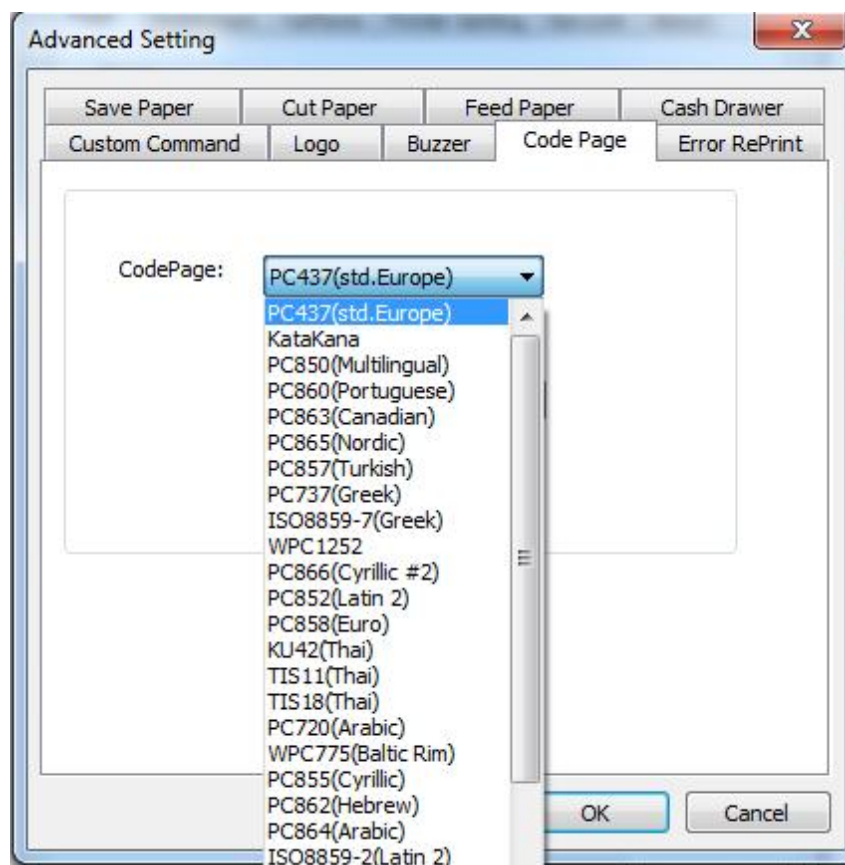
■ Buzzer



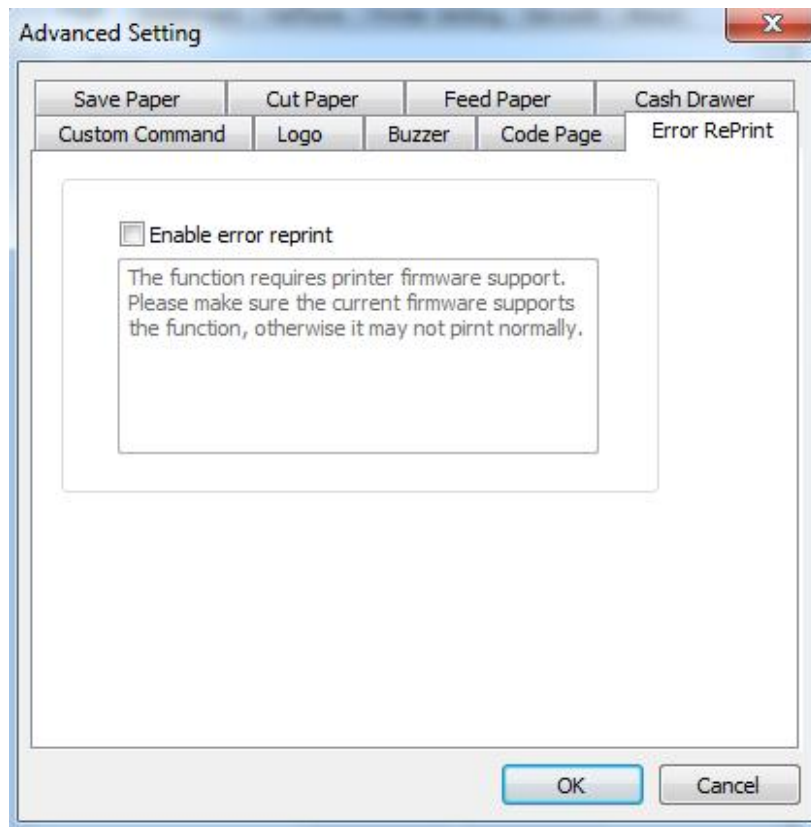
Note: this setting need to be set in utility.



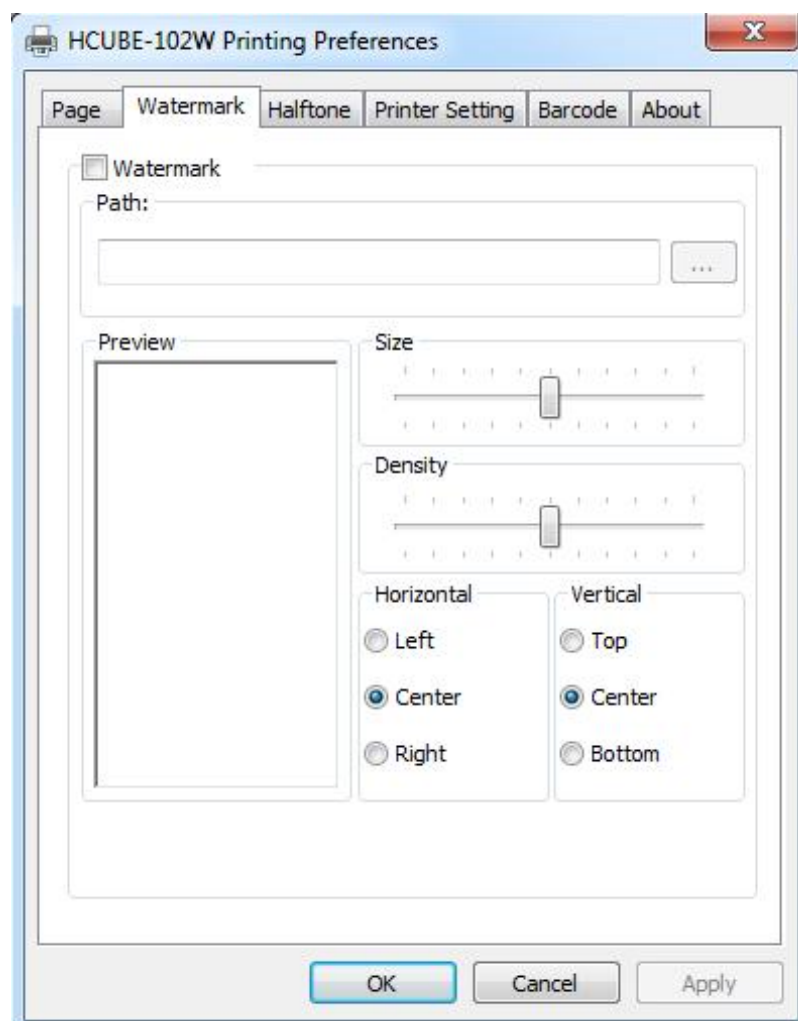
■ Code Page



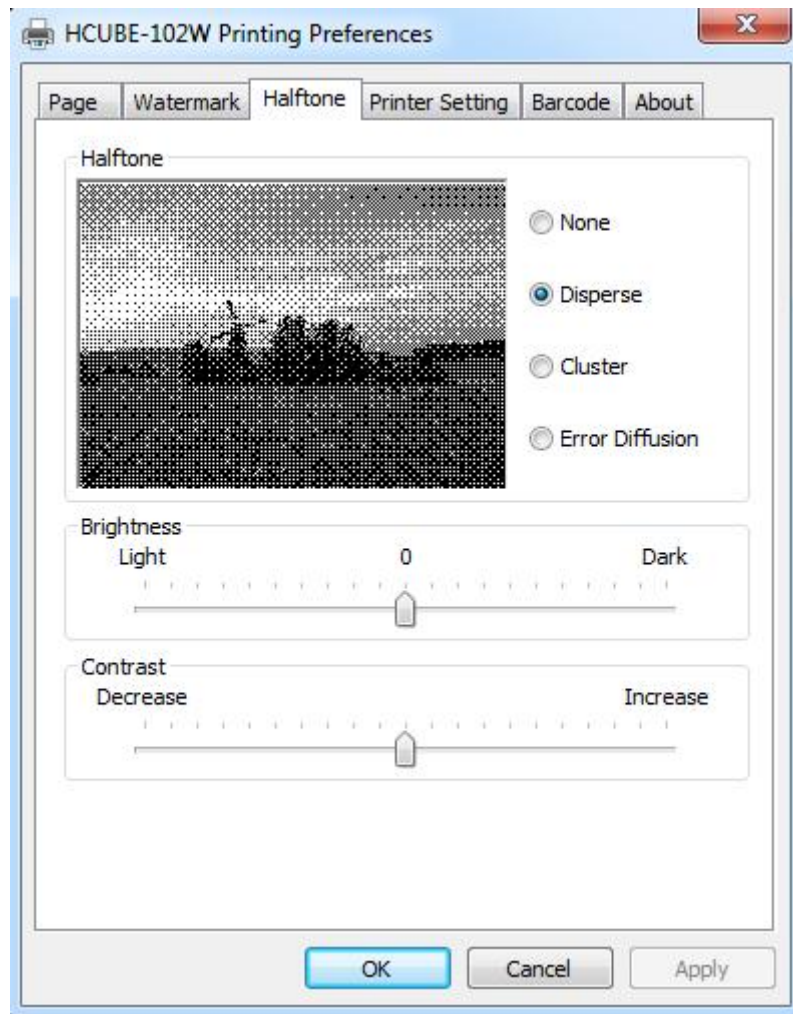
▪ Error Reprint



3) Click “Watermark”. Set watermark to print (Only BMP file can be selected).



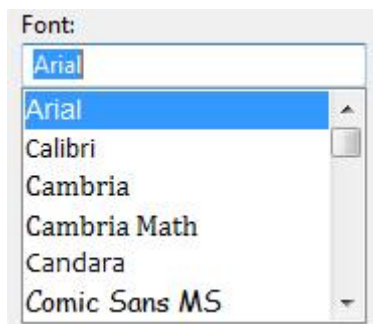
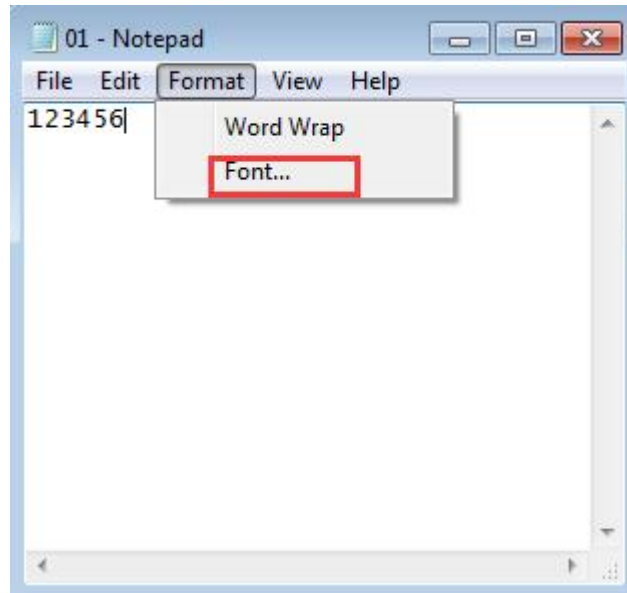
4) Click “Halftone” to set the halftone.



5) Set up the “Barcode”.

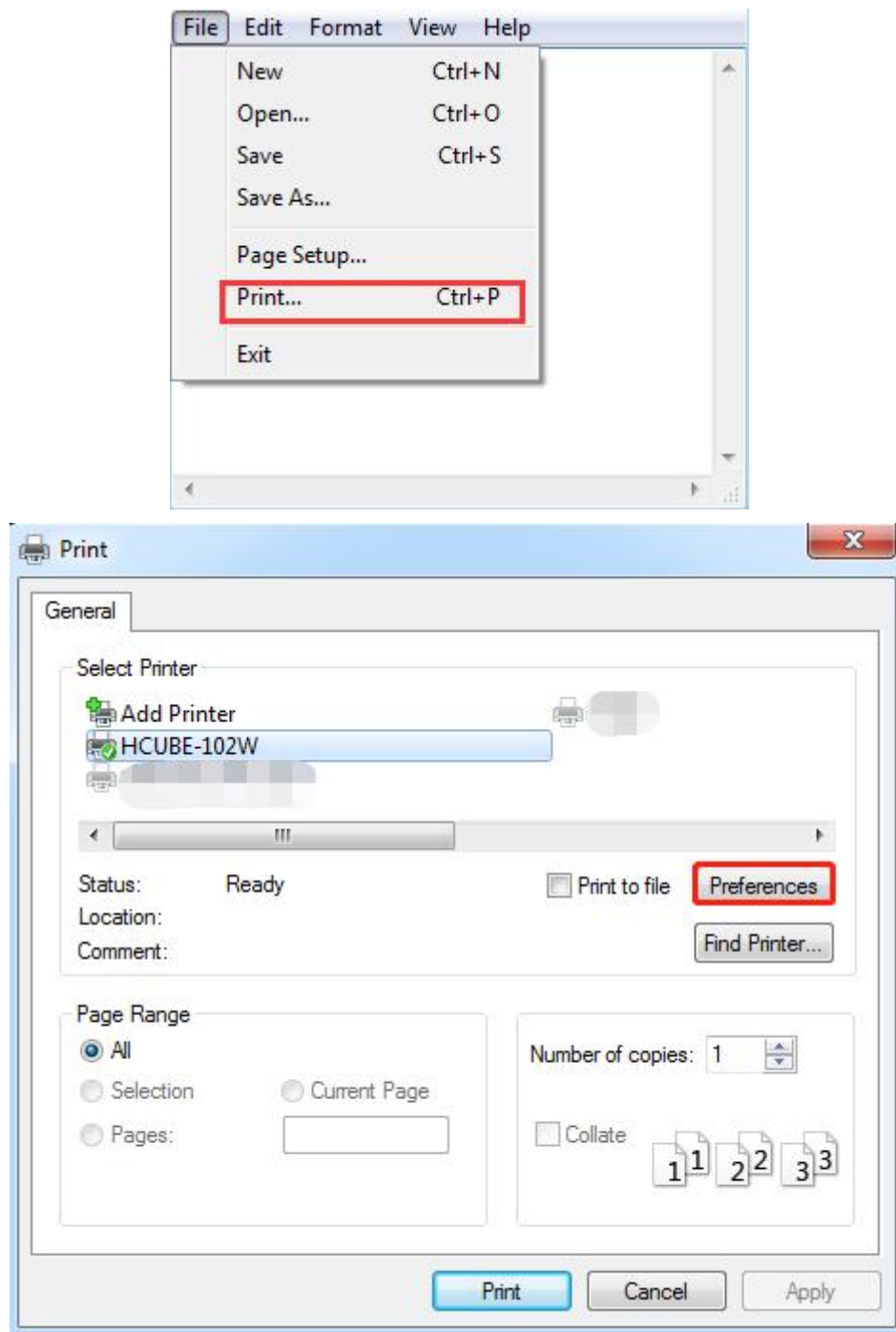
Assuming the font type of the main document is “Italics”, if you want to convert the data “123456” to the barcode printing, the steps are as follows:

- Sets the data "123456" font type to a different font from the main document. Such as: Arial.

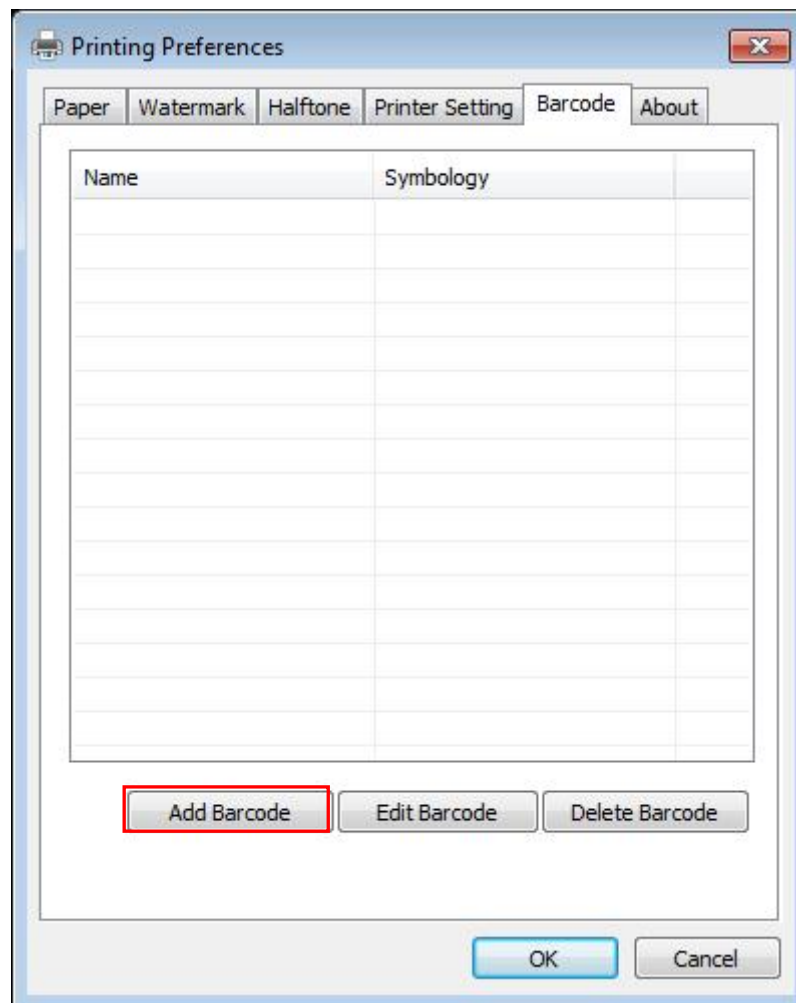


- Open the Preference.

If the document is open, you can set it in the document: file-print-preferences.



1) Add Barcode firstly.



2) Set the "Font Name" and the "Barcode Option".

Barcode Setting

Font

Font Name: 01

Barcode Options

Symbology: Code39

Width: Auto(3) HRI Position: Below Bars

Height: Auto(162) HRI Font: Auto

Orientation: 0

Symbology Options

Model: Auto Cols: Auto(0)

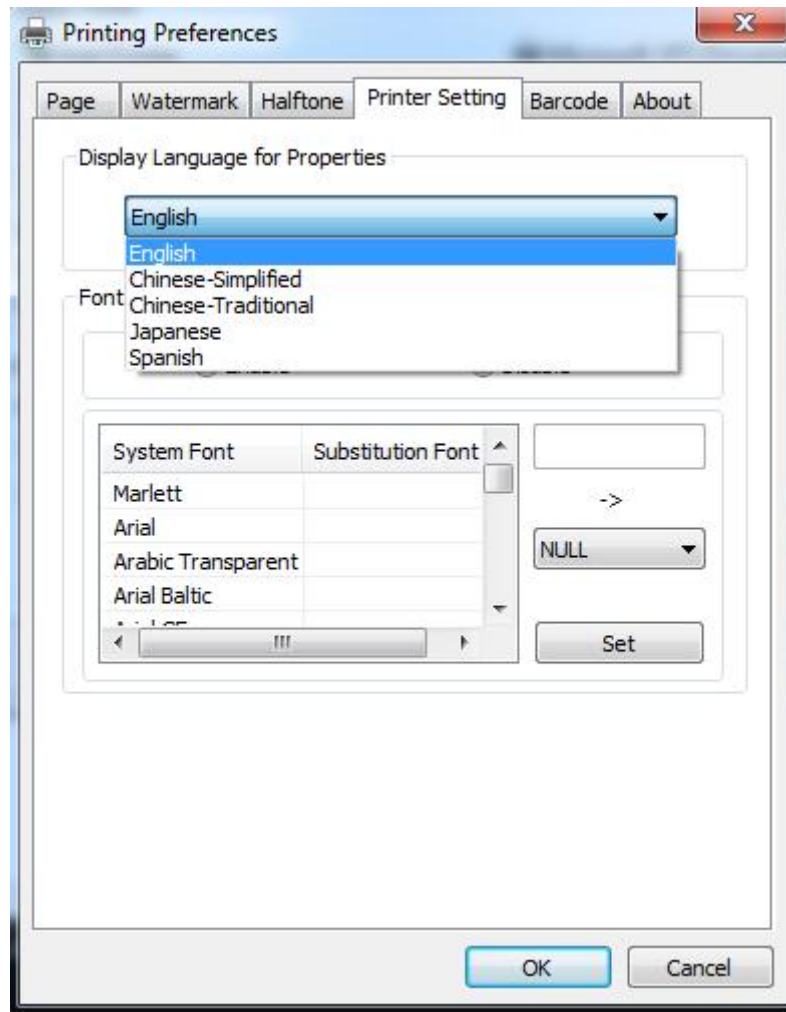
Error Correction: Auto Rows: Auto(0)

OK Cancel

[illegible]

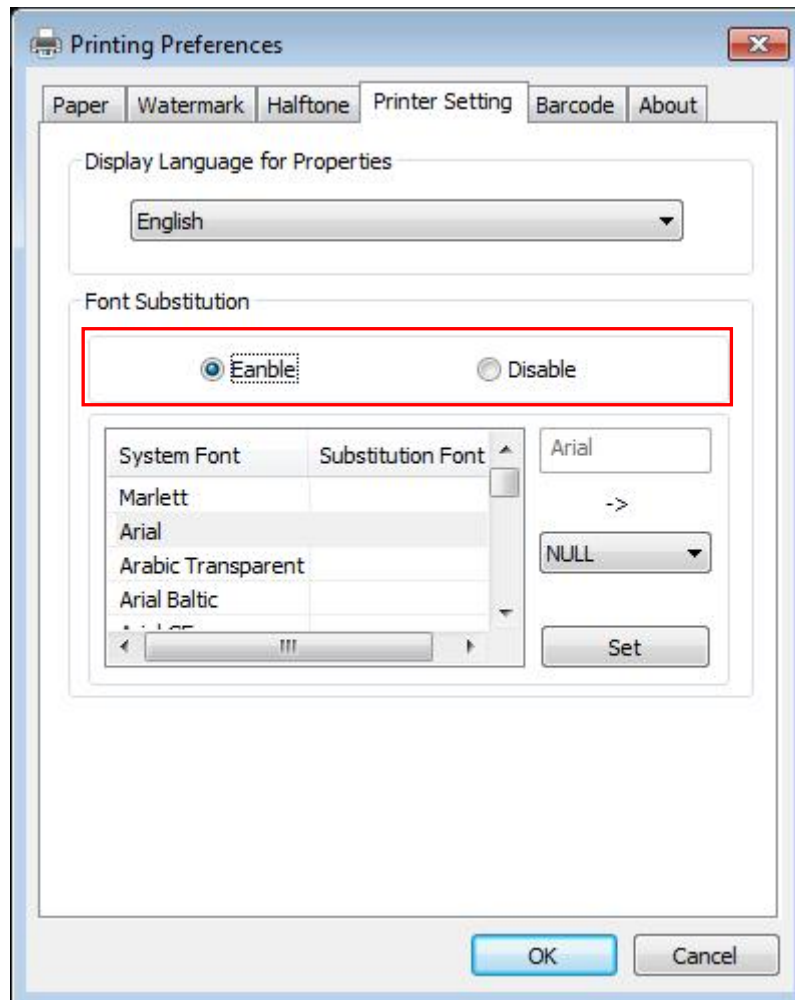
3) Click the “Printer Setting”.

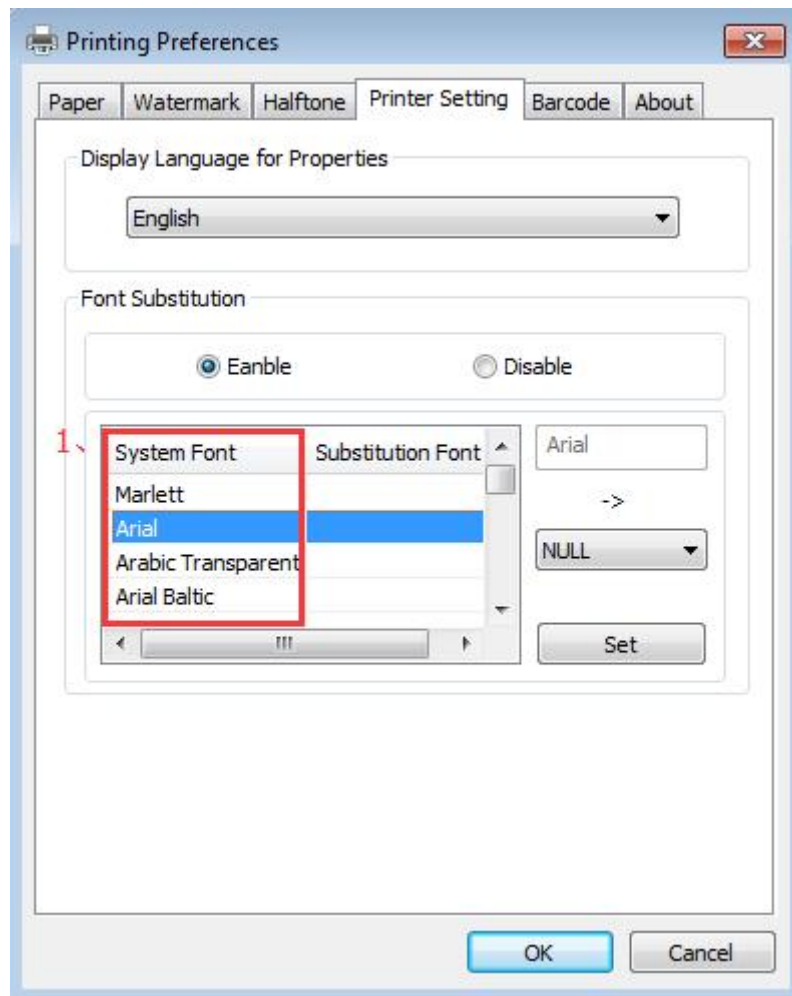
- Choose the “Display Language for Properties”

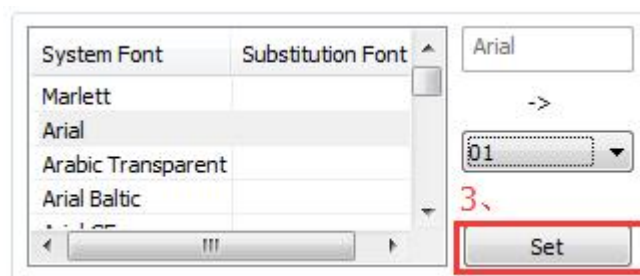
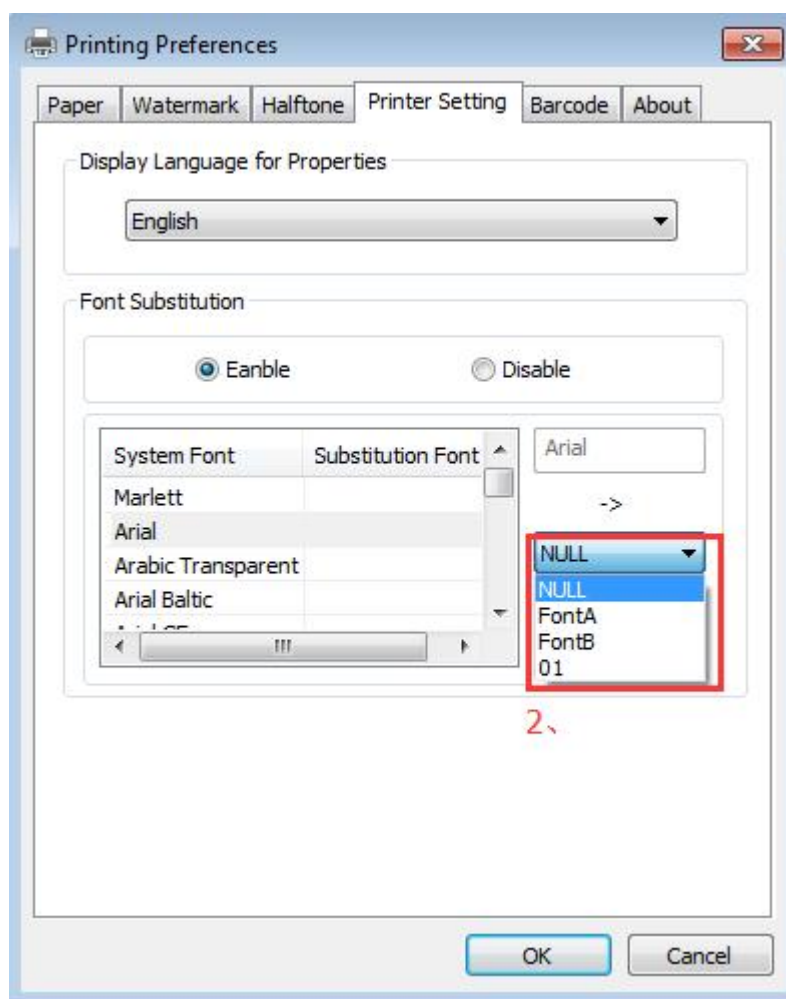


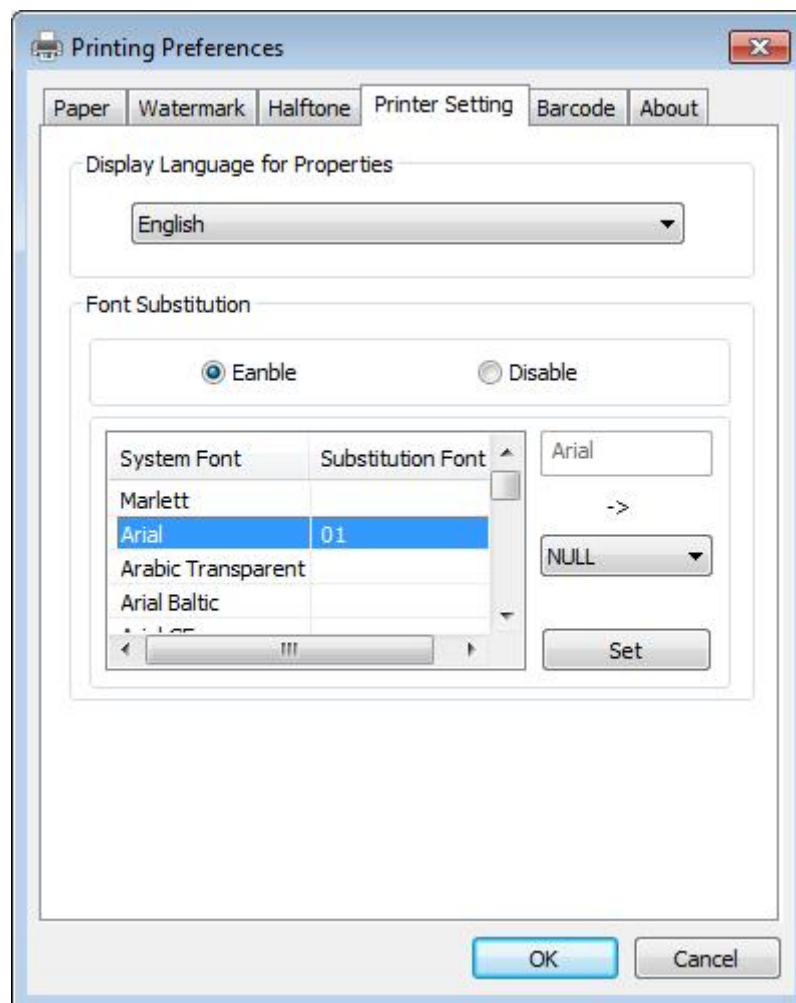
- Turn on the “Font Substitution”, select the system text need to be replaced (for example, Arial), and then select the font you want to replace (for example, 01) and click Settings, and the replacement font will display "01".

The steps are as follows:



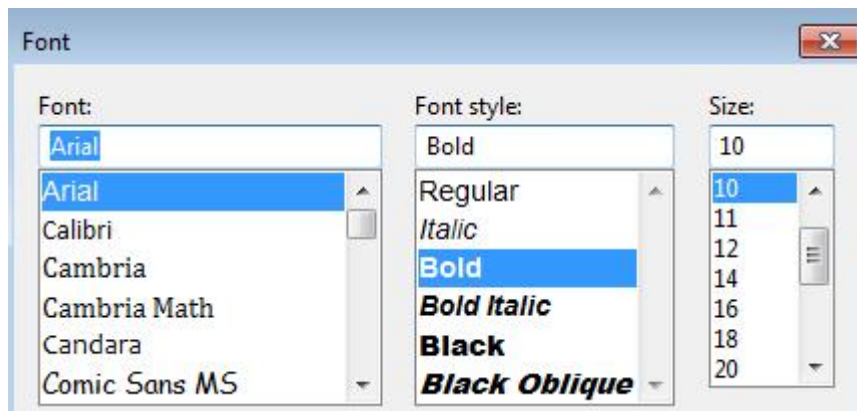




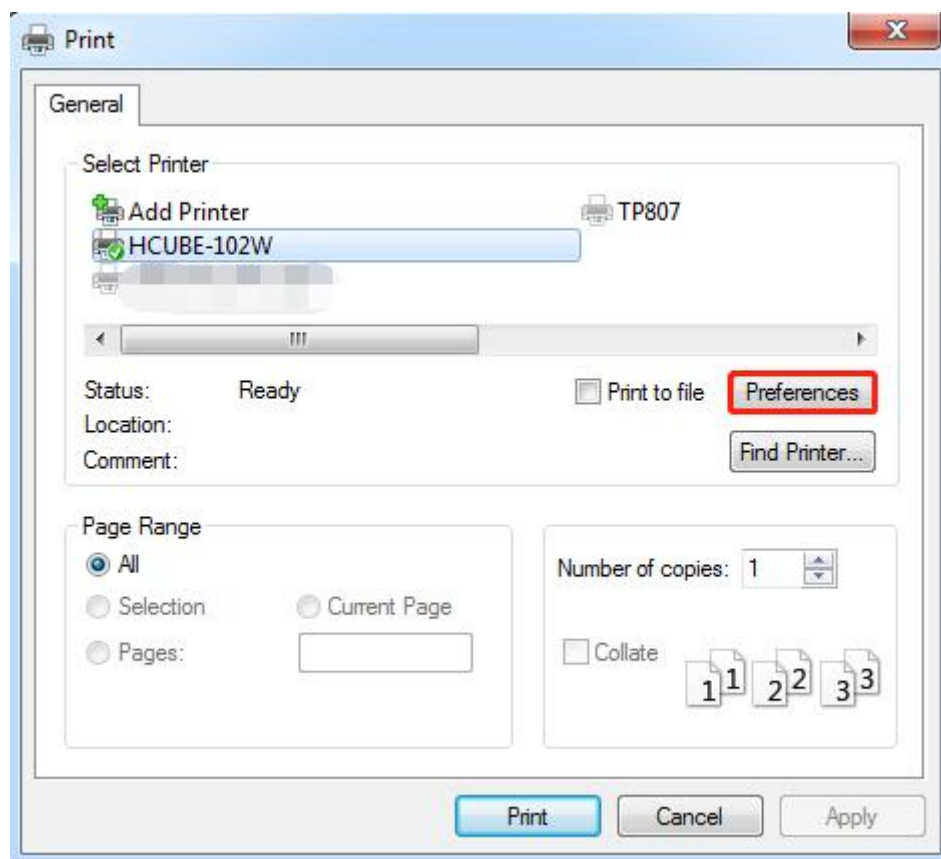


- If you do not have a barcode set, the action is as follows:

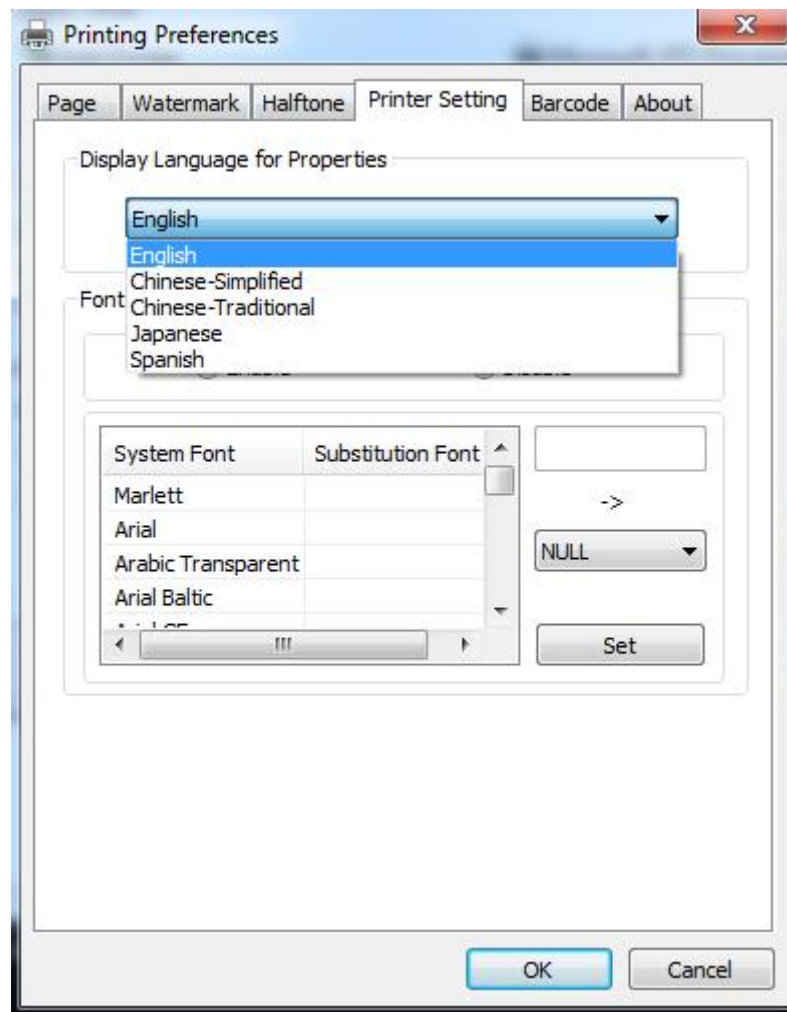
1) Suppose you change the size of the data "123456", for example:



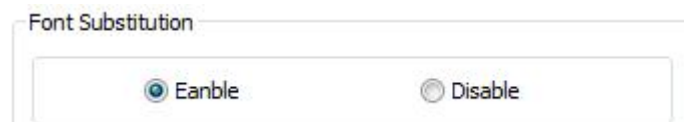
2) Set the Printing preferences.



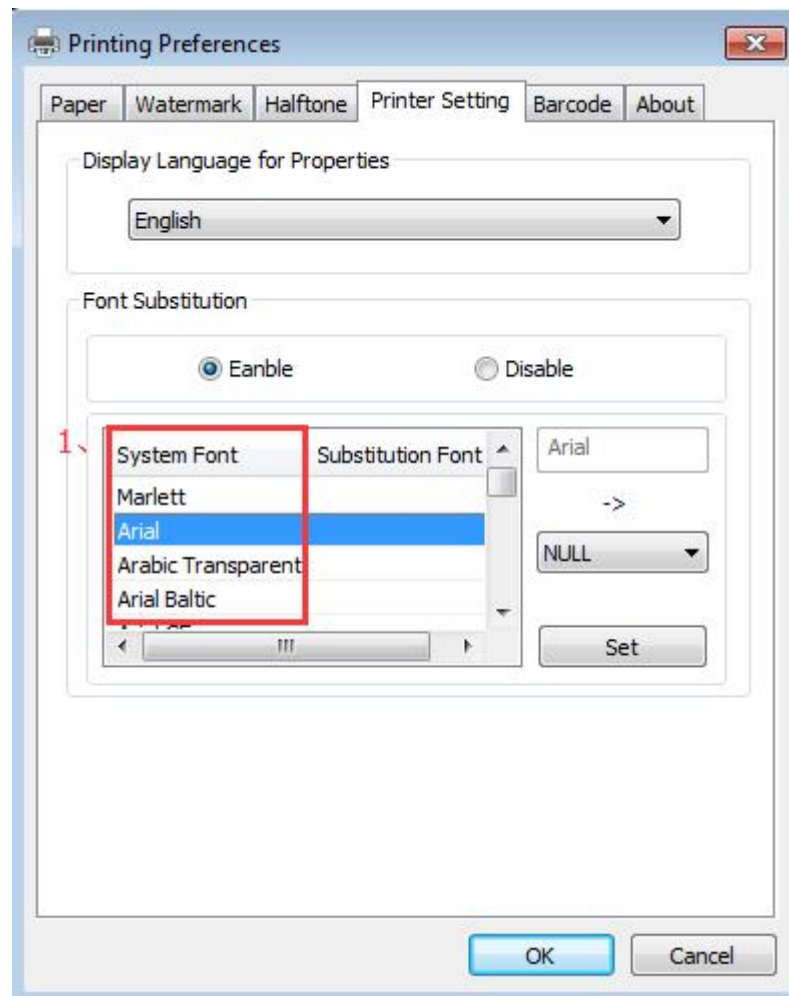
- 3) Click the “Printer Setting”.
- Choose the “Display Language for Properties”.



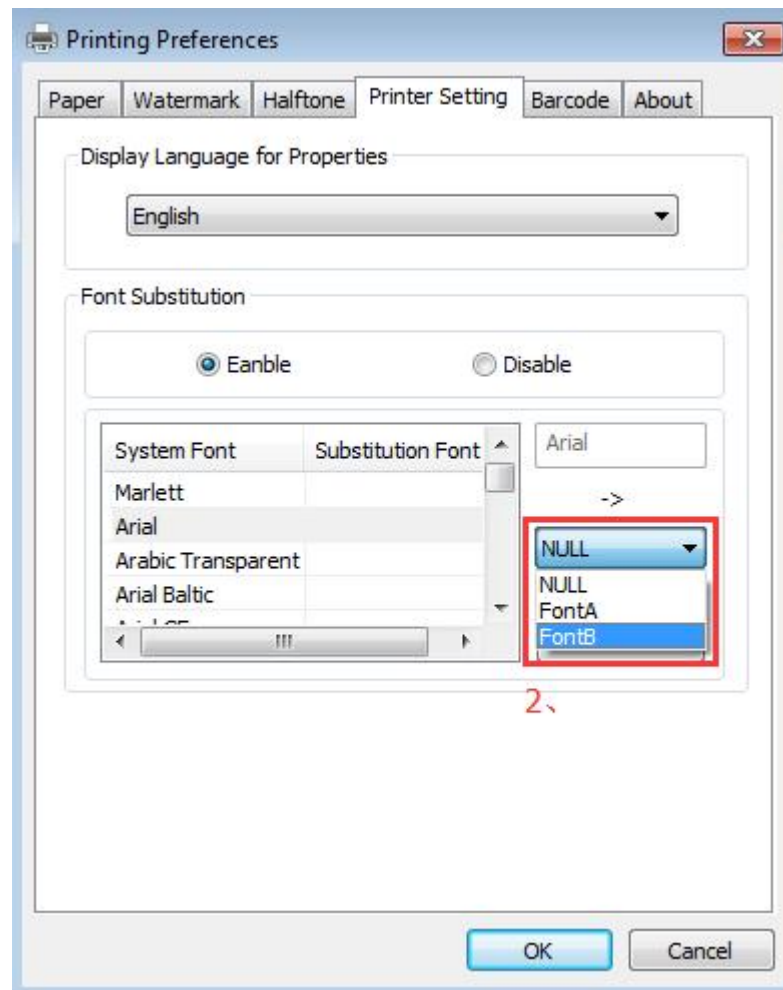
- 4) Turn on the “Font Substitution”.



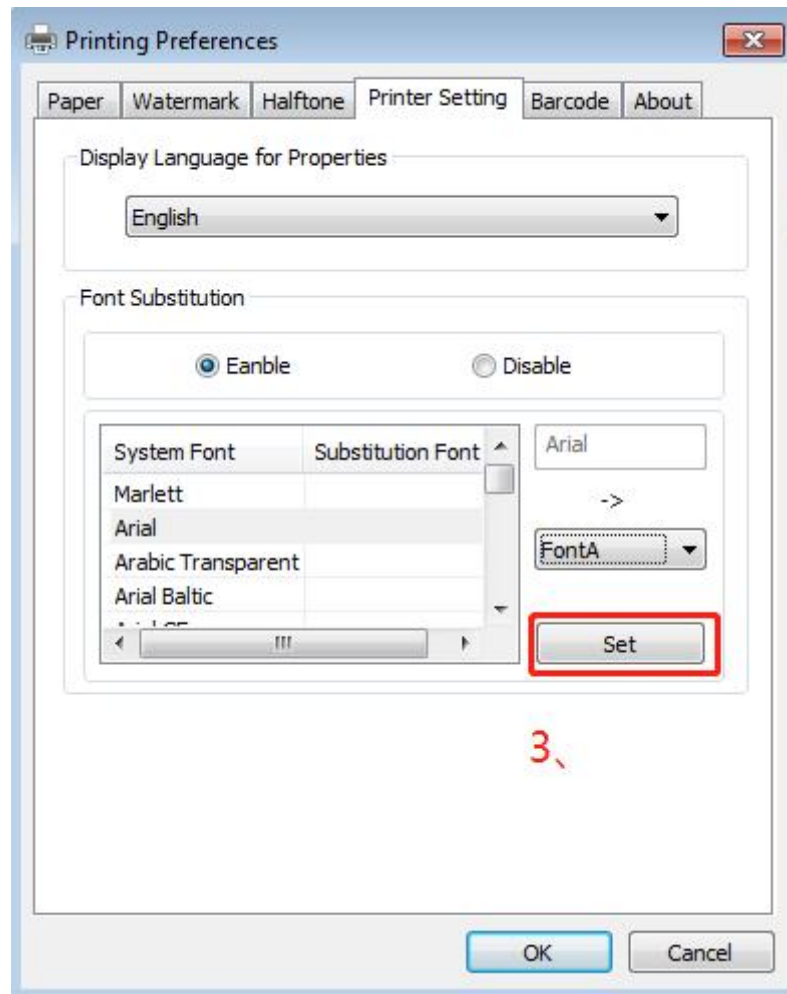
5) Select the “System Font”, for example: Arial.

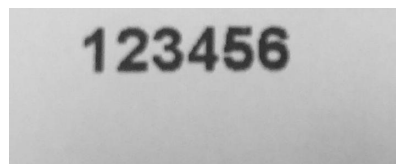
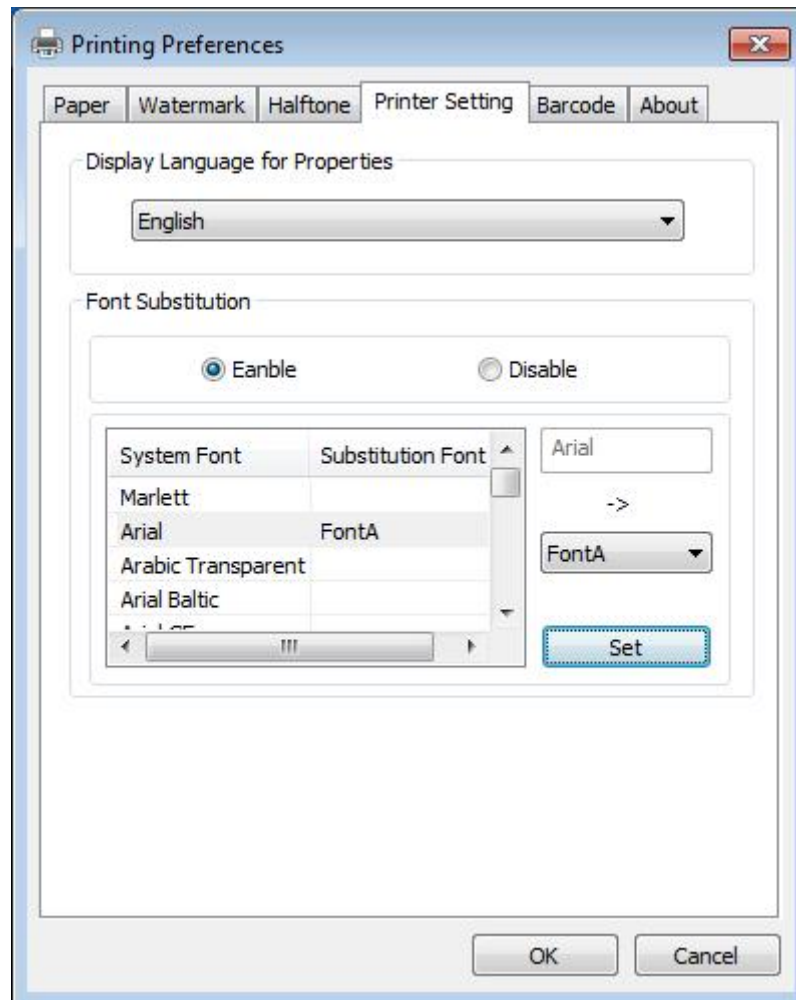


6) Select the font to that you want to replace.



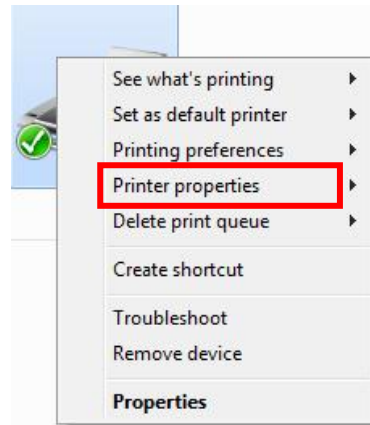
7) Click "Set".



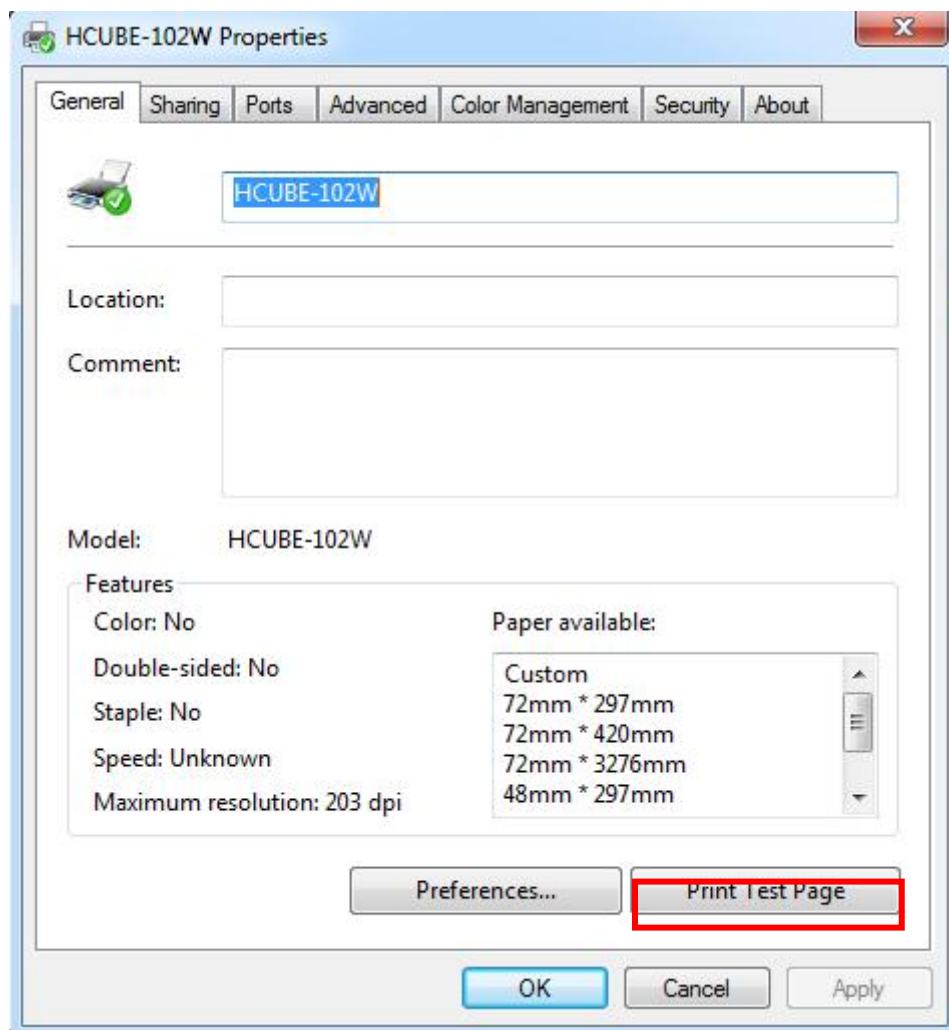


9.5.2 Other Settings

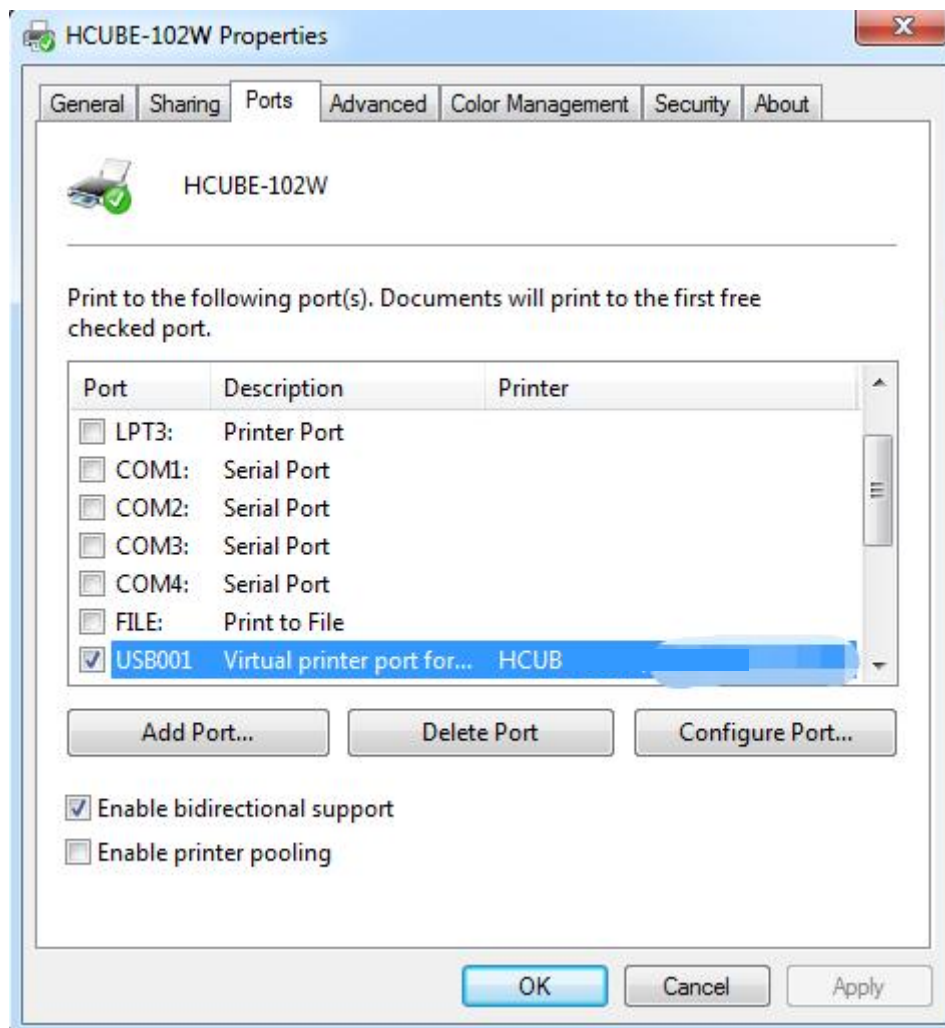
1) Click "Start"→"Devices and Printers". Right click "HCUBE-102W" and choose "Printer properties".



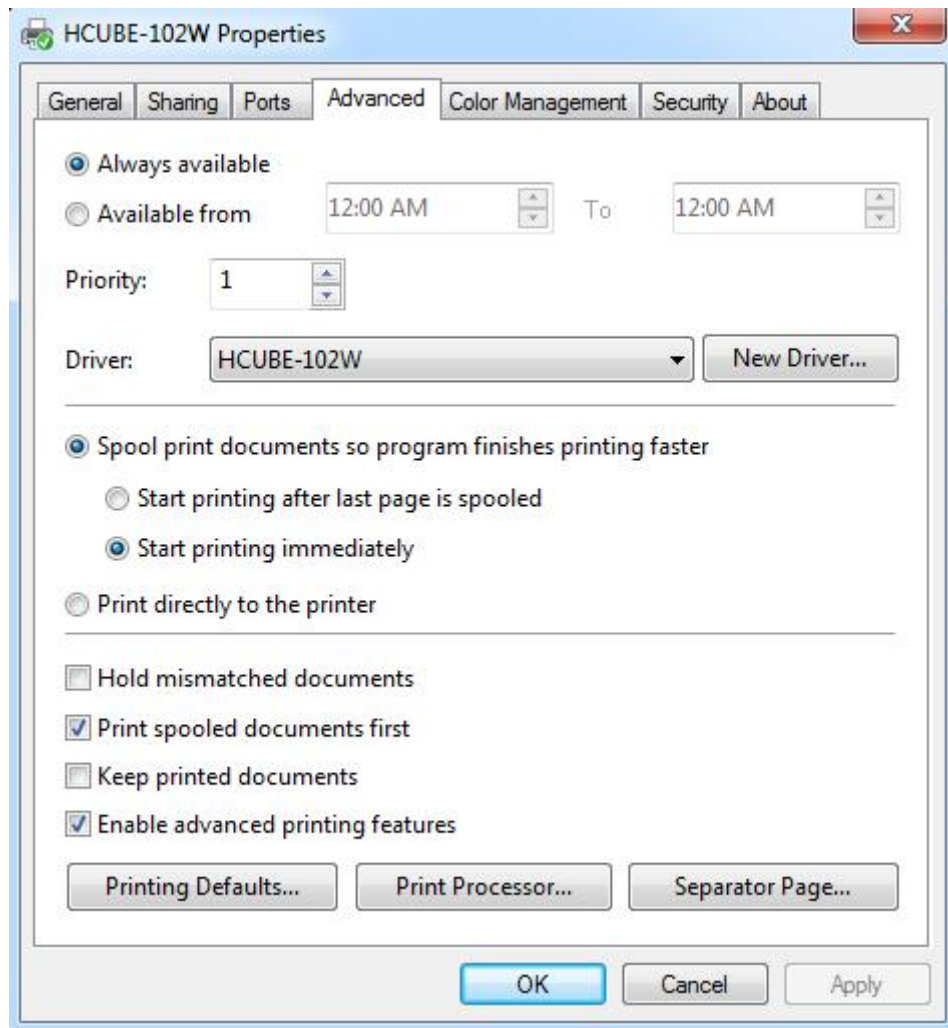
2) Choose "General", click on "Print Test Page", then it will print the current settings.



3) Click "Port" to change the other connecting port.

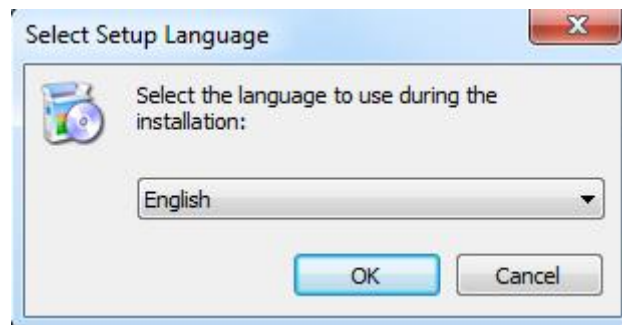


4) Click “Advanced” to set the available time for using.

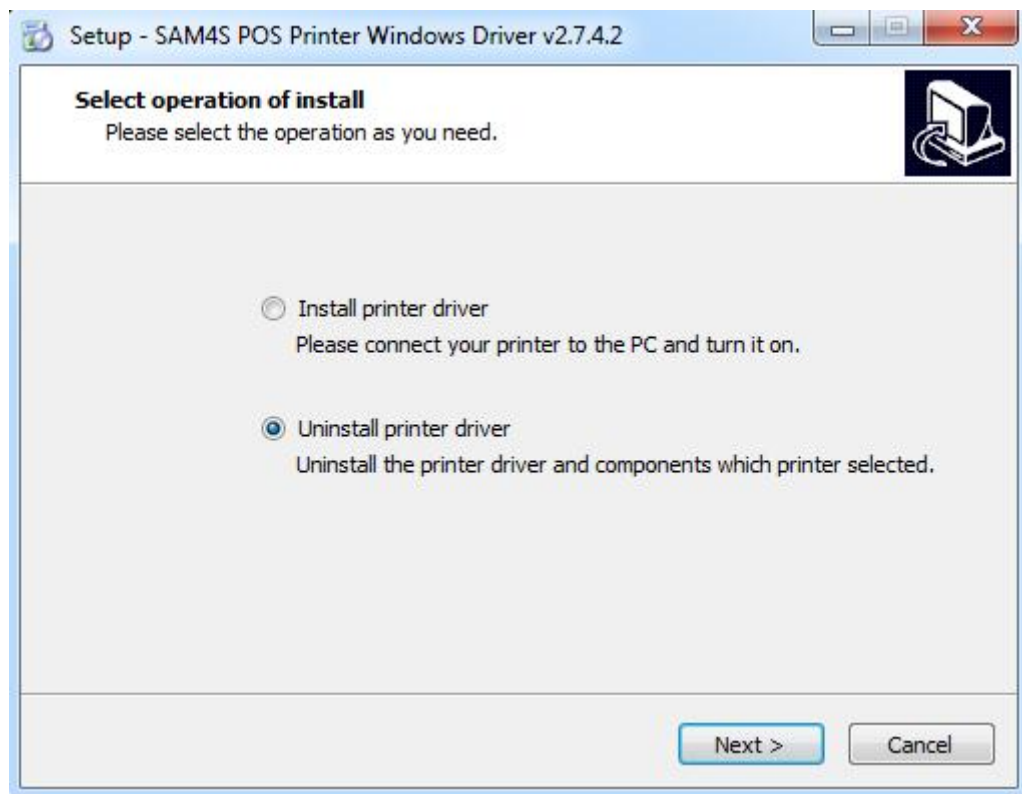


9.6 Uninstall Windows Driver

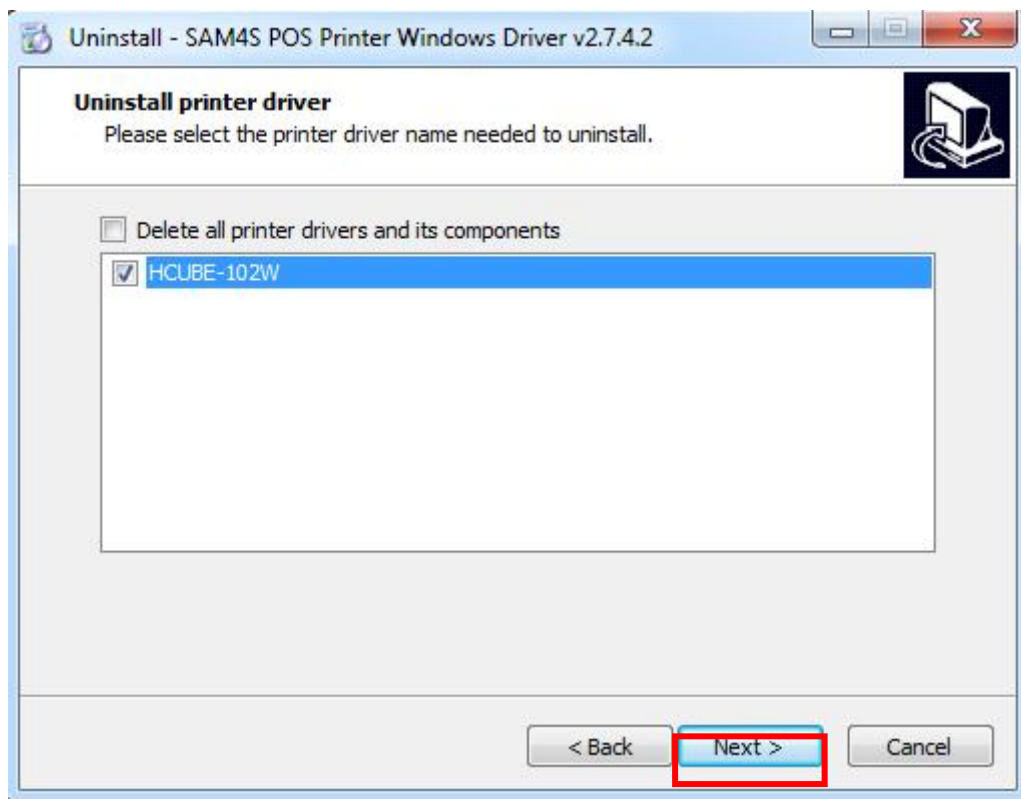
- 1) Double click Windows Driver, and then click “OK”.



- 2) Choose “Uninstall printer driver”, then click “Next”.



- 3) Choose "HCUBE-102W", then click "Next".



- 4) Then it is complete to uninstall.

9.7 Specification

Resolution:

203×203dpi

Paper Size:

Custom (72.0mm * 297.0mm)

72mm*297mm

72mm * 420mm

72mm * 3276mm

48mm * 297mm

48mm*420mm

48mm*3276mm