



POS Thermal Printer User Manual

Model: WH-P17



Notes:

- The printer should be installed in a stable place and avoid placing it in a place subject to vibration and shock.
- Do not use or store the printer in places with high temperature, high humidity or serious pollution.
- The power cord of the printer should be connected to a safe grounding socket.
- Avoid using the same socket with large motors or other equipment that can cause power supply voltage fluctuations
- Avoid water or conductive materials (such as metal) entering the printer. Once it happens, turn off the power immediately.
- The printer is not allowed to print without paper; otherwise it will seriously damage the printing rubber roller and thermal printer head.
- Please disconnect the power if the printer is idle for a long time.
- Users are not allowed to disassemble the printer for maintenance or modification without authorization.
- Only use the power adapter from the supplier.
- In order to ensure the printing quality and lifespan of the printer, it is recommended to use high-quality printing paper.
- When plugging and unplugging the cable, please make sure that the printer power is off.
- Suitable for use with altitude below 2000 meters and under non-tropical conditions.

Applications:

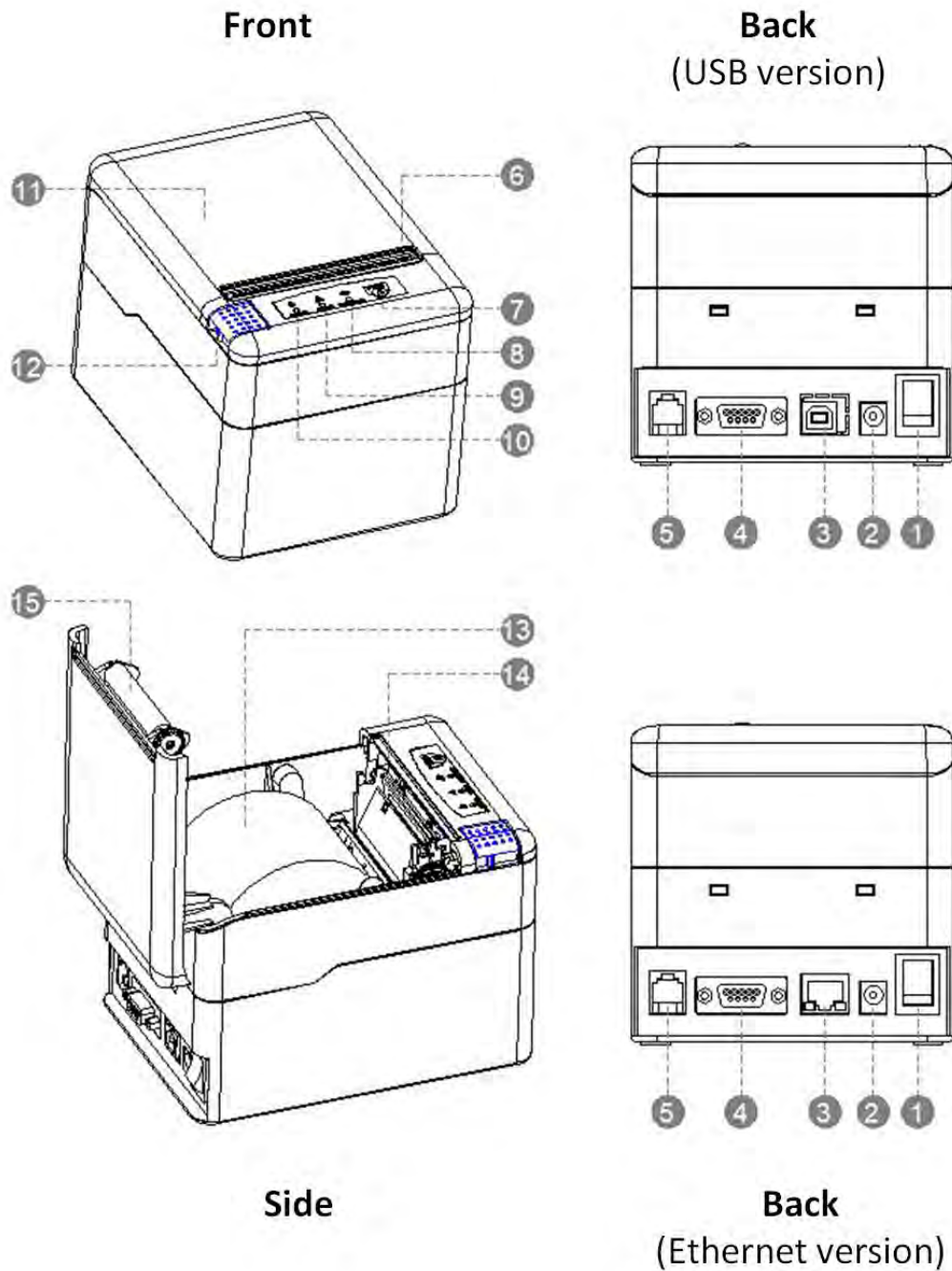
- Receipt printing of electronic cash register or POS system
- Receipt printing of EFT POS system
- Bill printing for sports, postal services and civil aviation
- Inquiry and bill printing of service system
- Data printing of measuring instruments
- Tax and bill printing

Unpacking:

After unpacking the unit, check all the necessary accessories which are included in the package.

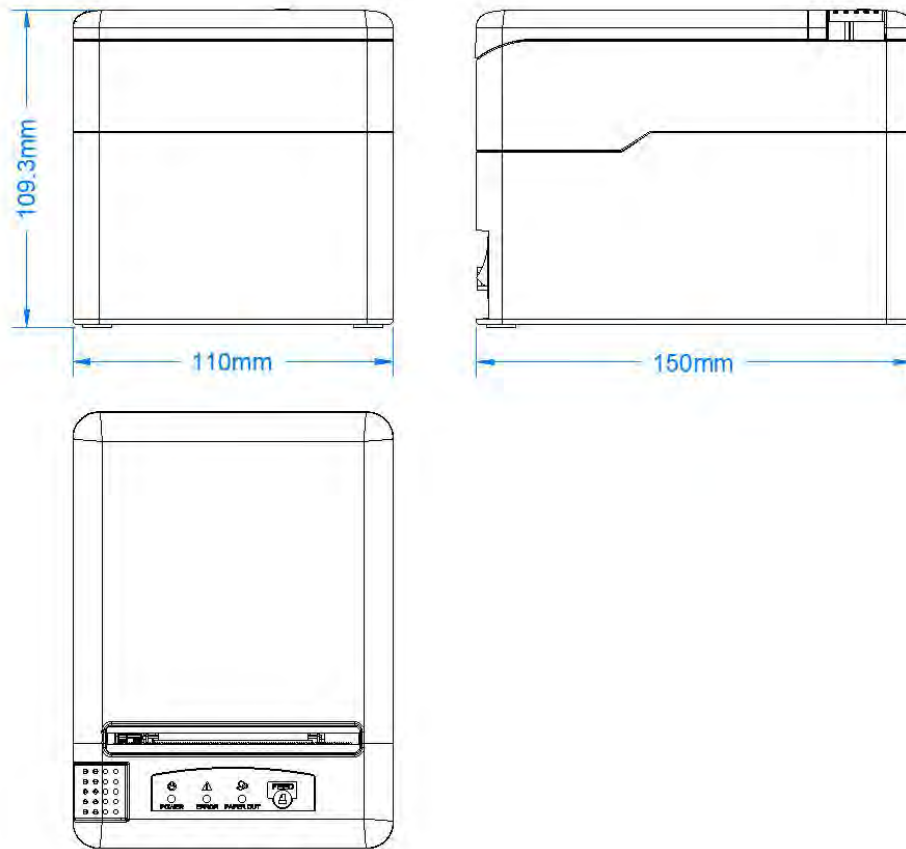
- | | |
|-----------------|------|
| • Printer | 1 pc |
| • Power cord | 1 pc |
| • Power adaptor | 1 pc |
| • Data cable | 1 pc |

Part Name:



- | | | |
|--|---------------------------|-----------------------------|
| 1. Power switch | 6. Print paper outlet | 11. Paper case cover |
| 2. Power jack | 7. Paper feed button | 12. Paper case cover switch |
| 3. USB / Ethernet interface (optional) | 8. Out of Paper indicator | 13. Paper roll |
| 4. Serial interface | 9. Status indicator | 14. Thermal print head |
| 5. Cash drawer interface | 10. Power indicator | 15. Platen roller |

Dimensions:

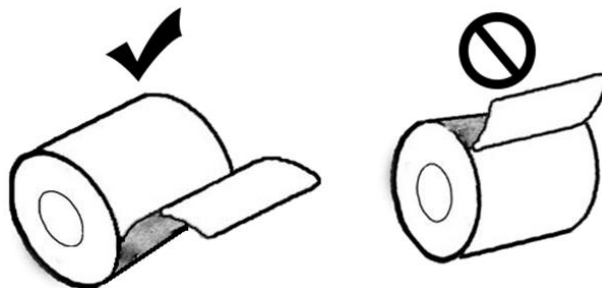


Dimensions: 150mm X 110mm X 109.3mm

Paper Loading:

The installation method of thermal paper is as follows:

1. Press the paper case button to open the printer case cover
2. Insert the paper roll with the heat-sensitive chemically coated side facing the heating surface



3. Make sure the paper roll is placed in the center of the case
4. Pull out some paper and then close the printer cover

Specifications:

Items		Parameter
Printing	Printing method	Direct thermal line printing
	Print width	58 mm
	Resolution	384 Dots/Line
	Printing speed	60 mm/sec (Max).
	Interface	Serial RS232, USB or Ethernet, Bluetooth Cash Drawer port (RJ11)
	Commend	ESC/POS commands
	Paper roll	Thermal paper roll 58mm (Diameter:Φ80mm), Blue base label paper
	Row number	Font A:12 columns; Font B/C: 9 columns; Chinese: 24 columns
	Character size	ANK character, Font A: 1.5 x 3.0mm (12x24 dot)
		Font B: 1.125 x 2.125mm (9x17 dot)
		Chinese (simplified / traditional) : 3.0 x 3.0mm (24×24 dot)
Character Barcode Graphics	Chinese Character	Simplified Chinese GB18030 (default) / Traditional Chinese BIG5
	Extend Character Table	PC437, Katakana, PC850, PC860, PC863, PC865, West Europe, Greek, Hebrew, East Europe, Iran, WPC1252, PC866, PC852, PC858, IranII, Latvian, Arabic, PT151, 1251, PC737, WPC, 1257, ThaiVietnam, PC864, PC1001I (Latvian), (PC1001), (PT151,1251), (WPC1257), (PC864), (Vietnam), (Thai)
	Barcode	UPC-A, UPC-E, JAN13(EAN13), JAN8(EAN8), CODE39, ITF, CODABAR, CODE93, CODE128, QRCODE
	Enlarge/ Rotate	Enlarge up to 4 times; Rotate angle: 0°, 90°, 180°
	Graphics	Support BMP image file download to Flash for printing; NV Flash: 64K
Power	Output from Cash drawer	DC12V/24V, 1A
	Power Adapter	Input: AC110V~220V, 50~60Hz; Output: Please use the adapter provided by the manufacturer
Environmental Requirements	Work environment: 0 ~ 50°C, Humidity: 35 ~ 85%; Storage environment: -20 ~ 60°C; Humidity: 35 ~ 95% (Non-condensing)	
Driver	System	Supports Windows, Apple, Linux system driver printing
Lifespan	Reliability	Printer mechanism: 50KM
	Dimensions	150 x 110 x 109.3 mm

Operating Instructions

1. Self-Test Printout

Power off the printer and install the paper roll, then close the paper case cover. Press and hold the Paper Feed [LF] button and then power on the printer. After the [ERROR] and [PAPEROUT] indicators light up at the same time, release the button to print the self-test page.

2. Setting menu

Power off the printer and install the paper roll, then open the paper case cover. Press and hold the Paper Feed [LF] button and then power on the printer. After the [ERROR] and [PAPEROUT] indicators light up at the same time and hear a “beep” from the buzzer, release the button and close the paper case cover. The printer enters the setting menu function.

- 2.1 In the setting menu state, short press the LF button to switch the printer setting item; long press the LF button to enter the setting item.
- 2.2 In the state of printer setting items, short press the LF button to switch the setting parameter items, long press the LF button to set and save the currently selected parameters, and exit to the main setting menu
- 2.3 The settings will take effect after restarting the printer.

Printer setting items and the item are as shown in the following table:

No.	Item	Setting Value					
1	Set Character Mode	1.1 ASCII	1.2 Chinese				
2	Set Chinese Character	2.1 GB18030	2.2 BIG5				
3	Set Gray Level (density)	3.1 Level-1	3.2 Level-2	3.3 Level-3	3.4 Level-4		
4	Set Baud Rate (bps)	4.1 4800	4.2 9600	4.3 19200	4.4 38400	4.5 57600	4.6 115200
5	Set Print Direction	5.1 Forward	5.2 Reverse				

3. Restore to factory settings

Power off the printer and install the paper roll, then open the paper case cover. Press and hold the Paper Feed [LF] button and then power on the printer. When the [ERROR] indicator is OFF and [PAPEROUT] indicator lights up at the same time, and hear two beeps from the buzzer, release the button and close the paper case cover. The printer automatically restores to factory settings and then restarts.

4. Set the DHCP function of the Ethernet port

Power off the printer and install the paper roll, then open the paper case cover. Press and hold the Paper Feed [LF] button and then power on the printer. When the [ERROR] indicator is OFF and [PAPEROUT] indicator lights up at the same time, and hear three beeps from the buzzer, release the button and close the paper case cover. The printer enters the setting items for the DHCP function of the Ethernet port. In this mode, short press the (LF) button to switch parameter items, and long press the (LF) button to save the current setting items and exit.

Note: This function is only available if the printer has the Ethernet interface.

Troubleshooting

Indicator Light	Appearance	Possible Causes and Solutions
PAPER OUT ERROR/ ERROR	0.5 second flash Buzzer warning	Out of Paper Please install the paper roll immediately
PAPER OUT ERROR / ERROR	Flashing frequency for one second / buzzer warning	Printer head is overheated or the cutter has error. The printer will stop working. Restart it after the error is recovered.
POWER	Light on	The printer is ON
	Light off	The printer is OFF. Check power cord connection and power socket.

If other failures occur, turn off the printer first. After 10 seconds, open the printer cover to check cutter and paper jam.

Cleaning the Thermal Print Head



Caution:

When one of below cases occurred in the printer, you should clean the thermal print head:

- ① Printed content is not clear
- ② Columns on the printing page is not clear
- ③ Feeding paper is not smooth or having abnormal noise

Cleaning procedure:

- After printing, the thermal print head will be very hot and should not be touched. It should be cleaned after cooling. Do not damage the thermal head by touching it with fingers or other hard objects.
- Turn off the printer, open the printer cover, and clean the thermal elements on the thermal head with a cotton swab dipped in diluted alcohol (alcohol, methanol, or isopropyl alcohol).
- It is recommended to clean the thermal print head regularly (usually every three months) to ensure the printing quality of the receipt.

Warranty

【Warranty Period】

From the date of delivery, the printer mechanism (printer head) of this product is guaranteed for three months, and the remaining parts are guaranteed for one year.

【Warranty Condition】

If the product is used under normal conditions during the warranty period, the product can be returned to the factory for free maintenance, but excluding transportation fee.

During the warranty period, free maintenance services will not be available for the following cases:

- Failure or damage caused by force majeure;
- Failure and damage caused by transportation and handling;
- Malfunction and damage caused by improper operation, or not following the usage and precautions in the operation manual;
- Without the permission of our company and authorized maintenance personnel, the product is disassembled without authorization, or the product serial number label is torn off and blurred, making it unrecognizable.

The manufacturer has the final right of interpretation of this warranty.

Customer service hotline: +86-400-666-6868

Website: <http://en.wei Huang.com.cn>

Factory address:

8/F, Building A2, Songhu Zhigu, Renju Road, Shangdi Village, Liabu Town, Dongguan, China.