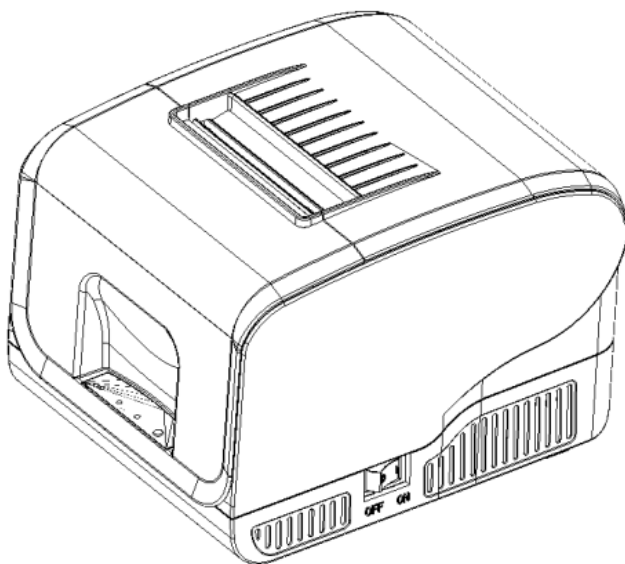




WH-P12

POS Thermal Printer

User's Manual



Shenzhen Brightek Printer Co., Ltd.

Safety Notice:

- ✧ The printer should be installed in a stable place and avoid placing the printer in a location subject to vibration and shock.
- ✧ Do not use or store the printer in locations subject to high temperatures, humidity, or pollution.
- ✧ The printer's power cord should be connected to a grounding socket.
- ✧ Avoid using the same socket with large motors or other devices that can cause power supply voltage fluctuations.
- ✧ Avoid water or conductive materials (such as metal) entering the printer. If it does, turn off the power immediately.
- ✧ The printer must not print without paper; otherwise it will seriously damage the rubber roller and the printer head.
- ✧ Please disconnect the power if the printer is idle for a long time.
- ✧ The printer should only be disassembled for inspection or repair by a technician.
- ✧ Please only use the power adapter that we supplied.
- ✧ Please use good quality thermal paper in order to ensure print quality.
- ✧ Make sure the printer power is off when plugging in or unplugging the cable.
- ✧ When plugging in the printer power cord, hold the arrow on the printer power connector.

Applications

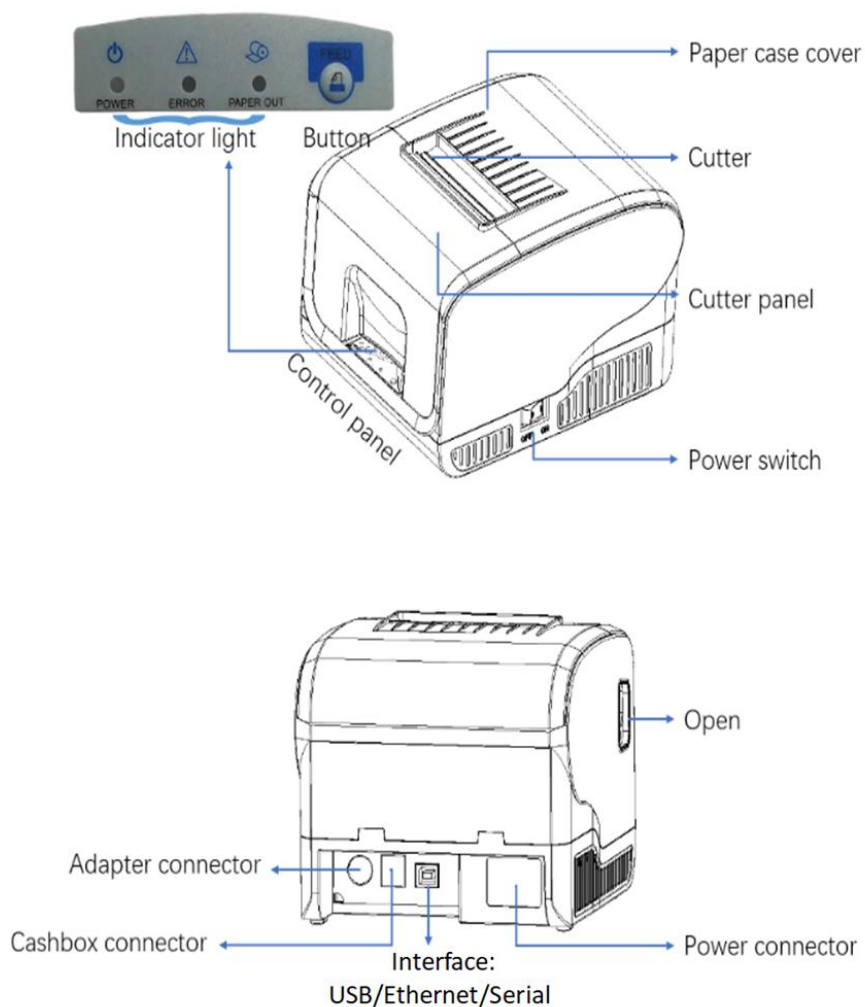
- ✧ Electronic cash register POS system receipt printing
- ✧ Electronic Funds Transfer (EFT) POS system receipt printing
- ✧ Sports, postal, civil aviation receipt printing
- ✧ Receipt printing for query and service system
- ✧ Measuring instrument data printing
- ✧ Tax and Bill receipts printing

Unpacking

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

User's manual	1pc
Printer	1pc
Power cord	1pc
Adapter	1pc
Data cable	1pc

Part Names



Control Panel

(FEED) Button

- Press this button to feed paper

(POWER) Indicator Light

- This indicator lights up when the printer is turned on

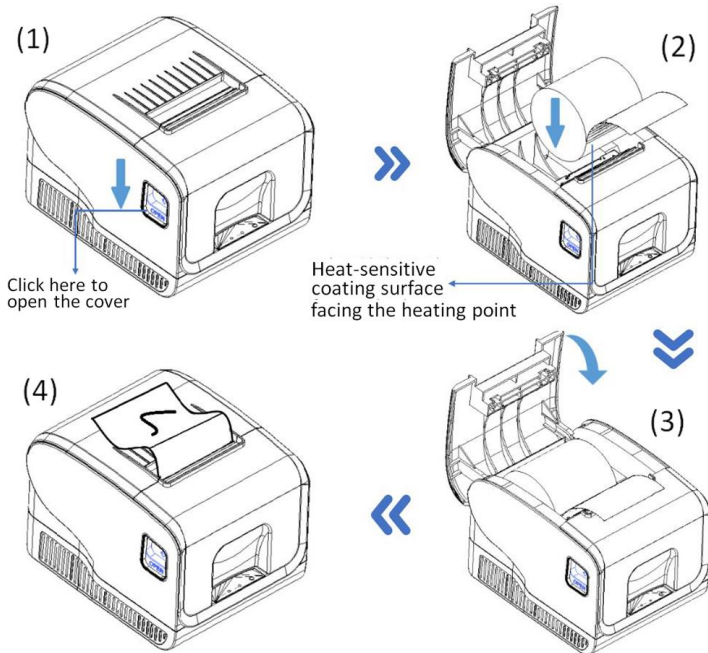
(ERROR) Indicator Light

- This light is on or flashing when there is an error condition

(PAPER OUT) Indicator Light

- This light flashes when printer is out of paper

Paper Loading



1. Press the open button to open the printer cover
2. Insert the paper roll with the heat-sensitive coating surface facing the heating point
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

Specification

Items		Parameter
Printing	Printing method	Direct thermal line printing
	Print width	72mm
	Resolution	576 Dots/Line
	Printing speed	220mm/sec
	Interface	Cashbox (RJ11) + USB; Cashbox (RJ11) + Serial; Cashbox (RJ11) + LAN (Ethernet)
	Cutter	Half Cut
	Order set	ESC/POS command
	Paper supplied	Width: 80 ±0.1mm; Diameter: Φ80mm
	Row number	Font A:12 columns; Font B/C: 9 columns; CHN: 24 columns
	Character size	ANK character, Font A: 1.5x3.0mm (12x24dot)
Font B: 1.125x2.125mm (9×17dot)		
CHN: 3.0x3.0mm (24×24dot)		
Character Barcode Graphics	Character	Standard GB18030 CHN BIG5 Chinese character library
	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
Buffer	Input buffer: 6K bytes; NV Flash: 64K	
Power	Cashbox output	DC 12V / 24V / 1A
	Power adapter	Input: AC 110V/220V, 50~60Hz; Output: DC 24/2A
Physical Characteristic	Net Weight	About 0.928KG
	Outline Dimension	188 x 150 x 134 mm (L×W×H)
Environmental Requirements	Work environment: 0 ~ 50℃, Humidity: 35 ~ 85%; Storage environment: -20 ~ 60℃; Humidity: 35 ~ 95% (Non-condensing)	
Driver	System Support	Support Windows driver printing
Life	Reliability	Printer head: 150KM; Cutter: 1 million times

Operating Instructions

1. Self-Test Printout

Self-test purpose	Print correctly	Printer is normal (except for interface)
	Cannot print correctly	Need to repair
Self-test content	Printer model, type of interface, default parameters of the printer	

Self-test Operation:

Hold down the 【FEED】 key and turn on the power	When the 【ERROR】 light and 【PAPER OUT】 light are ON at the same time, release the 【FEED】 key	Print the Self-test page
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2. Set Printing Density

Print density can be set with the corresponding PC tool. The manual setting method is as follows:

Open the paper case cover, hold down the 【FEED】 key and turn on the power	When the 【ERROR】 light is on, release the 【FEED】 button and close the paper case.	Enter the printing density setting module
	Short press 【FEED】 key	Print corresponding density level: Level-1, Level-2, Level-3, Level-4
	Long press 【FEED】 key	Save the current settings and exit

3. Set the Baud Rate of Serial Port

The serial port baud rate can be modified with corresponding PC tool. The manual setting method is as follows:

Open the paper case cover, hold down the 【FEED】 key and turn on the power	When the 【ERROR】 light and 【PAPER OUT】 light are ON at the same time, release the 【FEED】 button and close the paper case.	Enter the serial port baud rate setting module
	Short press 【FEED】 key	Print corresponding baud rate value: 4800, 9600, 19200, 38400, 57600, 115200
	Long press 【FEED】 key	Save the current settings and exit.

Remark: This function is only available if the printer has a serial port.

4. Hexadecimal Printing

Open the paper case cover, hold the 【FEED】 key and turn on the power	When the 【PAPER OUT】 light is on, release the key. It will print out the following contents: <i>Hexadecimal Dump</i> <i>To terminate hexadecimal dump,</i> <i>Press FEED button three times.</i>	The printer enter hexadecimal module
	Press 【FEED】 key three times, it will print out content: <i>*** Completed ***</i>	Exit

Troubleshooting

Indicator Light	Appearance	Possible Causes and Solutions
PAPER OUT	0.5 second flash	Paper-out. Please loading paper roll immediately
ERROR	0.5 second flash buzzer warning	Please close the paper case cover correctly
PAPER OUT ERROR	Flashing frequency for one second	Printer head is overheated or some error with the cutter. The printer will stop working. Restart it after the error has been recovered.
POWER	Light on	Turn on the printer
	Light off	Turn off the printer and check power cord connection and power socket.

If there is any other cause, please turn off the printer and restart it after 10 seconds.

Cutter and Paper Jam

Item	Appearance	Solution
Cutter	Stuck	Turn off the printer and turn it on again. The cutter will return to the original position.
		If the cutter cannot return to the original position after restarting, turn off the power, open the cutter cover and manually move the plastic gear on the cutter to return the cutter to the original position.
Paper	Paper jam	remove the paper manually

Cleaning the Thermal Print Head



Caution :

- ✱ 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 of the thermal head with a cotton swab dipped in diluted alcohol (alcohol, methanol, or isopropyl alcohol).
- ✱ BRIGHTTEK recommends cleaning the thermal print head regularly (usually every three months) to ensure the print quality of the receipt.