◆ EVERYCOM EC801

THERMAL RECEIPT PRINTER

USER MANUAL

Please read this manual carefully before using the printer,
we recommend that you keep this user manual for future reference.

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ABOUT THIS USER MANUAL

We thank you for your purchase of Everycom Ec801 Thermal receipt printer. This user manual will guide you through on how to use this printer. Please red this user manual carefully before using the printer. We also strongly recommend that you keep this user manual for future reference and do not throw it away.

NOTE

Due to our constant efforts to improve and upgrade the product's function and performance, Everycom reserves the right to change the hardware and software specifications in the manual without prior notice.

If you find any errors or omissions in the contents of this manual, please tell us or our agent, we will take necessary action ASAP.

Without the prior permission of our Everycom, the contents of the relevent manual provided with the product shall not be revised, reproduced, or transmitted, transcribed or stored etc.

STATEMENT

This printer is TYPE A product, may cause radio interference in the living environment, in any such possible case , the user need to take effective protection measures from protection from interference.

SAFETY TIPS

- Do not disassemble the printer personally, for any service related query please contact Everycom Support.
- The printer should be installed on a flat and solid surface to avoid vibration or impact damage to the printer.
- Do not store or operate printer in harsh environmental conditions such as high temperature / humidity / pollution.
- Make sure power adapter of this printer is connected to a socket with, proper grounding. Avoid connecting to a power socket which is also being used by heavy electric product such as heavy duty motor, as it can lead to voltage fluctuation and possibly can damage the printer.
- Please only use standard power adapter as provided with the printer.

- Make sure printer is powered off before you plug or unplug the power cable.
- Please do not open the paper cover while printer is printing, doing so may cause unexpected error or may even cause damage to the printer.
- To avoid burn, please do not touch the print head right after the printer finished printing.
- Please do not use dissoluble substances such as Benzene, Thinner or Alcohol wipe to clean the printer casing, also please do not let printer in contact with corrosive chemicals and detergents to avoid damages.
- Please use Everycom approved or recommended factory produced printing paper, otherwise it may lead to poor quality print quality, and can even damage the print head.
- Thermal prints fade away , if you don't want this to happen, please use long term thermal paper.
- The printer is only suitable for using below 2000M altitude.
- The printer is only suitable for use in non-tropical reason/climates.

APPLICATION AREA

- Point of Sale (POS) at Supermarket, Restaurant, Coffee shop etc
- Catering Industry Bill Printing
- Receipt printing at Toll Station, Petrol Pump, Hospital, Sport Center etc
- Token printing at service station, utility bill payment etc
- Tax bill printing and much more..

WHAT'S IN THE BOX

- 1 X Everycom EC801 Thermal Receipt Printer
- 1 X Powe Adapter (Including Power Cable)
- 1 X USB Data Cable
- 1 X Paper Roll
- 1 X User Manual
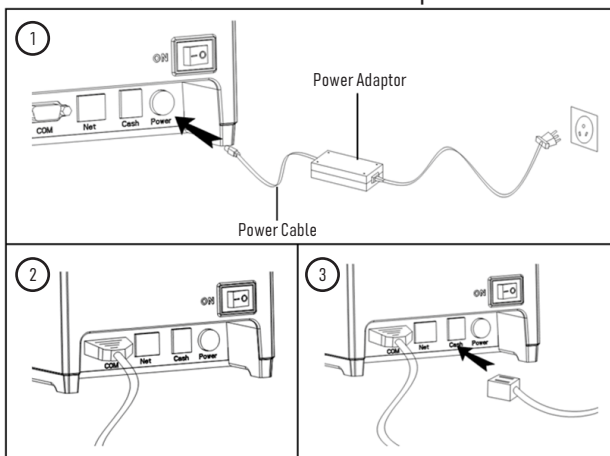- 1 X Driver CD

PRODUCT FEATURES

- 300mm/second ultra high speed printing.
- Excellent waterproof, Anti-oil, Anti-dust structure design.
- Wall mountable
- Adjustable baffle design, support for both 58mm & 80mm paper size printing.
- Support 80mm large diameter roll.
- Support Gb18030 big font, easy to print uncommon characters.
- Compatible with ESC/POS instruction set
- Easy paper loading, simple and convenient to operate
- Support kitchen printing and Internet printing.
- Support printer monitoring function to avoid losing bills.
- 100M Ethernet Card (Optional) gives high speed connectivity to printer and increases efficiency of the printer.
- Support printing Job recovery after network disconnection.
- 2048K Super input buffer memory.
- Support LOGO graphic download and print.
- Support 1D, 2D Barcode printing.
- Support incoming order reminder and error alarm.
- Support black mark orientation and re-print large font.
- Support multi-language printing
- Rich optional interfaces available, SERIAL COM, Rj45 LAN, WIFI, BLUETOOTH, GPRS

TECHNICAL SPECIFICATIONS

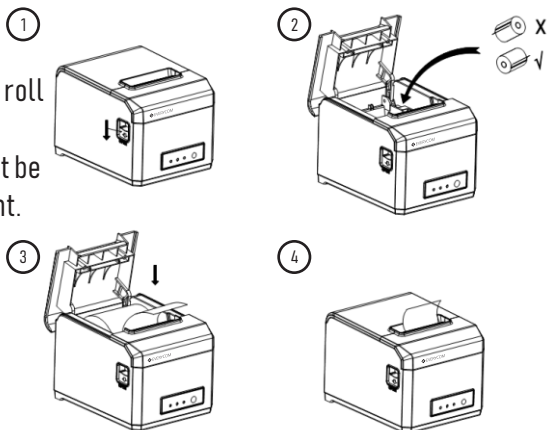|	Item	Parameters
Print Parameters	Printing Method	Thermal Line
	Printing width	72mm
	Resolution	576 Dots/Line or 512 Dots/Line(8dots/mm,203dpi)
	Print speed	300mm/Second
	Interfaces	Ethernet +USB+COM , Ethernet+USB+WIFI, USB+GPRS, USB+COM, USB+Bluetooth.
	Line Spacing	3.75mm (Can adjust line spacing by command)
	Line No.	Font A 48 Characters/Lines Font B 64 Characters/Lines Simple/Traditional Chinese-24 lines
	Character	Standard GB18030 simplified / traditional ChineFonts
	Character Size	ANK character, Font A:1.5×3.0mm (12×24dots) ;Font B:1.1×2.1m (9×17dots) Simplified/Traditional Chinese3.0×3.0mm(24×24dots)
Bar code Character	Extended character set	PC437/Katakana/PC850/PC860/PC863/ PC865/West Europe/Greek/Hebrew/ East Europe/Iran/WPC1252/PC866/PC852/ PC858/Iran/Latvian/Arabic/PT151,1251/ PC737/WPC/1257/Thai Vietnam/PC864/ PC1001/(Latvian)/(PC1001)/(PT151,1251)/ (WPC1257)/(PC864)/(Vietnam)/(Thai)
	Bar code	1D Bar Cod: UPC-A/UPC-E/JAN13(EAN13)/JAN8(EAN8)/CODE39/ITF/CODABAR/ CODE93/CODE128 2D Bar Code:QR CODE
Graphics printing	Graphics printing	Supports bitmap download and print
Cutter	Cutter Function	Full cut/Half cut
Paper	Type	Thermal
	Width	79.5±0.5mm
	Diameter	≤80mm
	Feed method	Easy feed (Clamshell feed)
Print commands	Commands	ESC/POS
Power	Power Adaptor	Input: AC 100V-240\50～60Hz Outpu: DC 24V/2.5A
	Cash Drawer output	DC 24V/1A
Buffer	Input Buffer	2048K bytes
	NV Flash	256K bytes
Physical Characteristics	Weight	1.2KG
	Dimension	186*145*133(MM)
Environment	Working	Temp: 5～45, Humidity: 10～80%
	Storage	Temp: -10～50, Humidity: 10～90(No dew)
Reliability parameter	Print Head Life	100KM (print density 12.5)
	Cutter Life	1000,000times
Software	Driver	Android,IOS,Linux,Win2000,Win2003,WinXP,Win7,Win8, Win8.1

HOW TO : PRINTER CONNECTION

1. Connect the power adapter cable to the printer power supply interface.
2. Connect the USB data cable to the printer's USB interface.
3. If you have cash drawer, connect its cable to printer's RJ11 interface.
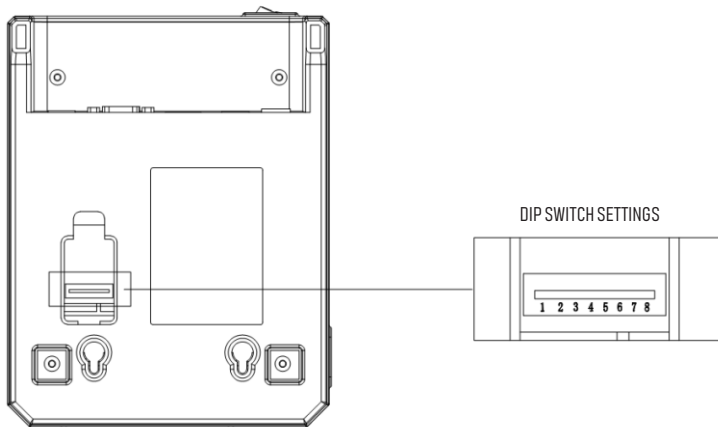

HOW TO : LOAD PAPER

1. Press the cover open button situated on the left side of the printer.
2. Put the paper roll inside the paper holder as shown in the image below.
3. Pull out paper just a little that it comes out of printer.
4. Press the cover down to close it, tear off excess printing paper.

Note : Be careful on the roll direction, if reverse direction , printer won't be able to print the content.

HOW TO : SET PRINT MODE (DIP SWITCH)

DIP switch can be used to settings such as change the Auto cutter mode, enable / disable beep, Printing density, language selection, font size, print width, print speed etc..

DIP SWITCH SETTINGS

No	Function	ON	OFF
SW-1	Auto Cutter	Yes	No
SW-2	Beep Reminder	Yes	No
SW-3	Printing Density	High	Normal
SW-4	Character Mode	Chinese (Double Byte)	Foreign Language (Single Byte)
SW-5	Number of Characters per line	42	48
SW-6	Printing Width	80MM	58MM
SW-7	Transmission Speed (Only valid for Model with COM Port)		
SW-8			

SW-7	OFF	OFF	ON	ON
SW-8	OFF	ON	OFF	ON
Transmission Speed (BPS or bit/sec)	9600	19200	38400	115200

SWITCH, KEY NAME, INDICATOR & FUNCTIONS

1. (POWER) SWITCH
Use this switch to turn on or off the printer.

2. (FEED) KEY
This button is used to feed paper.

3. (PAPER) LIGHT
If paper light is on and stable indicates that printer have paper loaded.
If paper light is on and stable but "Error" light is flashing, this means that printer is out of paper.

4. (ERROR) LIGHT
If printer is out of paper, print head overheating or if the printer lid is not closed properly or upon any other similar irregularities this light will be flashing. Else it will be off.

5. (POWER) LIGHT
Power light on and stable indicates printer is connected to power supply and is powered on, if this light is off that indicates printer is powered off.

HOW TO : PERFORM SELF TEST
If printer is powered on, kindly power it off using the power switch on the back panel.
Press the feed key and power on the printer at the same time using the power switch on the back panel. (Do not release the feed key yet)
After approximately 2 seconds release the feed key and printer will print out the current printer status and settings.

HOW TO : HEX NUMBER SYSTEM
If printer is powered on, kindly power it off using the power switch on the back panel.
Press the feed key and power on the printer at the same time using the power switch on the back panel. (Do not release the feed key yet)
After approximately 6 seconds release the feed key and printer will print out the words "Dump Hexadecimal".

HOW TO : RESTORE FACTORY DEFAULT SETTINGS

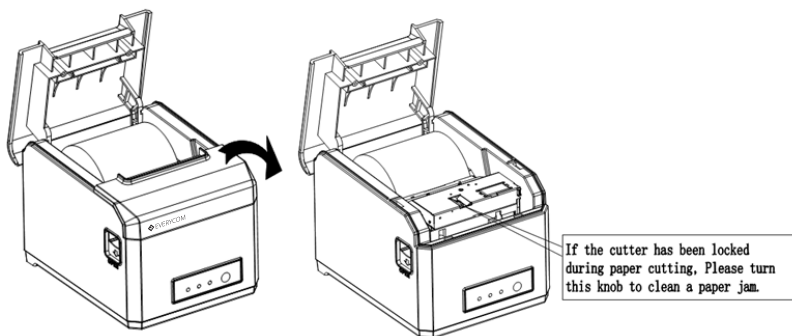If printer is powered on, kindly power it off using the power switch on the back panel.

Press the feed key and power on the printer at the same time using the power switch on the back panel. (Do not release the feed key yet)

After approximately 10 seconds release the feed key and printer settings will be restored to factory default.

HOW TO : FIX STUCK AUTO CUTTER

Solution 1: Restart the printer by turning it off and then turning it back on using the power button on the back panel.

Solution 2: Turn off the printer using the power button on the back panel, Open the front printer cover (as shown in image below) rotate the auto cutter's cutting knife gear, let the cutter return to its initial position. Once done close the printer cover and turn on the printer using power button on the back panel. Resume printing.

If the cutter has been locked during paper cutting, Please turn this knob to clean a paper jam.

HOW TO : INSTALL PRINTER DRIVER
This printer have two driver modes , one uses port for directly drive printing
and another requires to install driver in windows system to print.

1. Direct Drive
In this method driver installation is not required. Only need to output the
characters (Instructions and data) directly to a port.
If you use direct drive mode, you need to use the print command set to
control printing. This printer has been integrated within the ESC/POS
instruction set.

1. Install Driver (Windows)
Insert the driver CD into the CD drive of your computer. Look for windows
driver and double click to initiate the setup, follow the instructions
displayed on the computer and your printer will be ready to use in no time.

Everycom POS - 80mm Series.exe

HOW TO : REPAIR & MAINTENANCE
1. Printer casing & paper holder cleaning : Use a wet cloth gently wipe the
outer surface and paper holder of the printer.
2. Print core cleaning : Printer core should be cleaned time to time
especially if the printing quality is declining, cleaning method is as follows.
Use clean cotton dipped in anhydrous alcohol and gently wipe the printer
core ceramic part until clean enough.
3. If notice water inside the printer, please immediately disconnect the
power supply of printer and let the printer dry out naturally.

Failure Phenomenon	Failure Cause	Solution
Paper light & error light flashing and beeping sound.	Printer is out of paper	Load paper
Error light flashing and beeping sound	1. The top flip cover is not closed properly. 2. The print head is overheating	1. Close the top cover properly. 2. Open the top cover and let the heat dissipate fully.
Blank Print out	Thermal paper installed incorrectly (Reverse)	Please install the thermal paper in correct direction
Fuzzy Print	Dirty print head	Use clean cotton dipped in anhydrous alcohol and gently wipe the printer core ceramic part until clean enough.
	Low quality thermal paper	Please use high quality recommended thermal paper
No Power light / No response	Disconnected power supply	Please check if power adapter is connected properly and printer switch is turned on.
Printer can print self test but cannot print from PC	Drive port selection error	Please select the correct printer driver port based on actual connection port.
Serial Port does not print or print distorted	Bit rate selection error	Please set the COM baud rate according to the COM info on self test page

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