

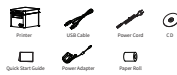


Thermal Receipt Printer Quick Start Guide SP900



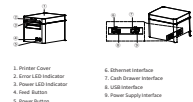
Manufacturer: Xiamen Heste Electronic Technology Co., Ltd.
ADD: No.16, Hongqian Road, Tong'an District, Xiamen, China 361100
WEB: www.ept.com
Customer Service email: info@ept.com

Packing List



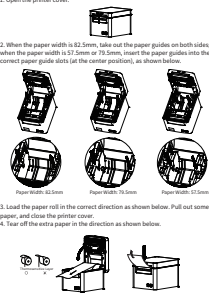
Notes:
1. The items in the package depend on the actual order.
2. The power card varies by country or region.

Appearance and Components

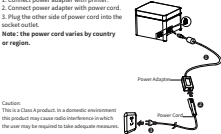


- Printer Cover
- Error LED indicator
- Cash Drawer Interface
- USB Interface
- Power Supply Interface
- Power Button

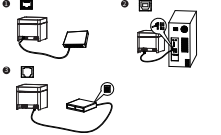
Paper Loading



Power Supply



Interface

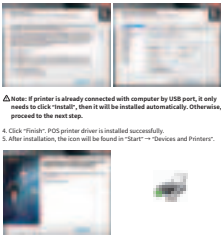


Button Function

- Turn on/off the printer: Press the power button and hold for 2-3 seconds to turn on/off the printer.
- Feed the paper: When the printer is power on, press the feed button once to feed one line of paper; press and hold the feed button to feed a long distance of paper. The maximum paper feeding distance is about 25cm each time.
- Print the self-test page: When the printer is power off, press the paper feed and power button simultaneously to turn on the printer, and the printer would print out the self-test page.

Windows Driver Instruction

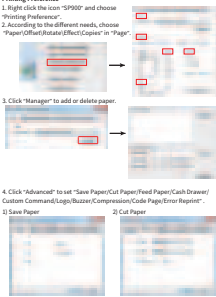
- Driver Preparation for windows: Download the Windows Driver application program from the enclosed CD, or <http://www.ept.com/downloads.html>.
- Driver installation for windows: (Take Windows 7 as an example.) 1. Double click Windows Driver, and choose the language. 2. Choose "I accept the agreement" and click "Next" -> "Next". 3. Choose the matched type and port (USB is for USB port, COM is for serial port, LPT is for parallel port). Choose the printer model (such as SP900), and click "Next".



Notes: 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.

- Click "Finish". POS printer driver is installed successfully.
- After installation, the icon will be found in "Start" -> "Devices and Printers".

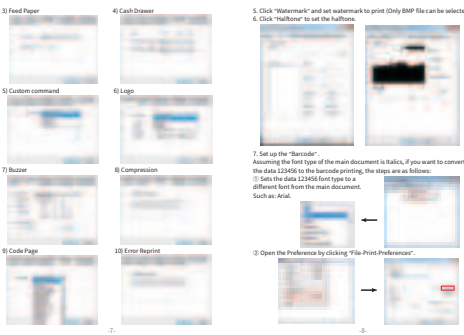
Windows Driver Setting



- Click the icon "SP900" and choose "Printing Preference".
- According to the different needs, choose "Paper/Offset/Rotate/Effect/Copies" in "Page".

- Click "Manager" to add or delete paper.

- Click "Advanced" to set "Save Paper/Cut Paper/Feed Paper/Cash Drawer/Custom Command/Logo/Buzzer/Compression/Code Page/Error Reprint".



- Feed Paper

- Cash Drawer

- Custom command

- Logo

- Buzzer

- Compression

- Code Page

- Error Reprint

- Click "Watermark" and set watermark to print (Only BMP file can be selected).

- Click "Watermark" is set the watermark.

- Set up the "Barcode". Assuming the font type of the main document is Italic, if you want to convert the data 123456 to the barcode printing, the steps are as follows: (1) Set the data 123456 font type for a different font from the main document. Such as Arial.

- Open the Preference by clicking "File Print Preference".

- Add Barcode firstly.
- Set the "Font Name" and the "Barcode Option".



③ Click "Printer Setting".

- Choose "Display Language for Properties".
- Turn on "Font Substitution", select the system font which needs to be replaced (for example, Arial), and then select the font you want to replace (for example, G2) and click "Set", and the replacement font will display "G2".



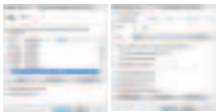
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Printer Properties

1. Click "Start" → "Devices and Printers", Right click "SP900" and choose "Printer properties".
2. Choose "General", click on "Print Test Page", then it will print the current settings.



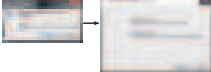
3. Click "Port" to change the other connecting port.
4. Click "Advanced" to set the available time for using.



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● Uninstall Windows Driver

1. Double click Windows Driver, and then click "OK".
2. Choose "Uninstall printer driver", then click "Next".



3. Choose "SP900", then click "Next".
4. Then it is complete to uninstall.



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Mac Driver Instruction

● Driver Preparation for macOS

Download the iMac Driver application program from the enclosed CD, or <http://www.idprt.com/downloads.html>.

● Driver Installation for macOS

(Take macOS 10.11 as an example.)

1. Double click the Driver, click "Continue" → "Continue".



2. Select a destination and click "Continue".
3. Choose "Installation Type" and click "Continue" → "Install".



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4. Type in the password of your computer, and click "Install Software".
5. The installation was successful.



6. Turn on the printer (for example, SP900) and connect it to your computer (for example, via USB cable).
7. Click Launchpad → System Preferences → Printers & Scanners.



8. Under "Printer & Scanner", printer SP900 is available.



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TROUBLESHOOTING

Your printer is very reliable, but occasionally problems may occur. This part 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.

Problem Description	Possible Reasons	Solution
LED indicator is off, printer is not working.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.

2. LED Indicator and Beeper

Problem	Reason	Possible Reasons	Solution
Printer is not working.	LED indicator is off.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.
Printer is not working.	LED indicator is on.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.
Printer is not working.	LED indicator is on.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.
Printer is not working.	LED indicator is on.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.
Printer is not working.	LED indicator is on.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.
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Printer is not working.	LED indicator is on.	Printer has no power. Printer is not connected. Cable board is broken.	Connect to the power supply. Check the printer. Contact with the dealer.

3. Problems During Printing

Problem Description	Possible Reasons	Solution
Normal printing of spot.	Incorrect paper size setting. Incorrect paper type setting. Incorrect paper weight setting. Incorrect paper color setting.	Check the paper size setting. Check the paper type setting. Check the paper weight setting. Check the paper color setting.
Printer is not feeding normally.	Paper jam. Paper size not matching. Paper weight not matching.	Check the paper size setting. Check the paper type setting. Check the paper weight setting.
Vertical print works but not feeding.	Incorrect paper size setting. Incorrect paper type setting. Incorrect paper weight setting.	Check the paper size setting. Check the paper type setting. Check the paper weight setting.

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Problem Description	Possible Reasons	Solution
Cutter jam, the material is not cut properly or the paper is not cut.	Cutter blade is dull. Cutter blade is broken. Cutter blade is not installed correctly.	Replace the cutter. Replace the cutter. Replace the cutter.
Insufficient cutting.	Cutter blade is dull. Cutter blade is broken. Cutter blade is not installed correctly.	Replace the cutter. Replace the cutter. Replace the cutter.
Vertical print works but not feeding.	Cutter blade is dull. Cutter blade is broken. Cutter blade is not installed correctly.	Replace the cutter. Replace the cutter. Replace the cutter.

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FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

To maintain compliance with FCC's RF Exposure guidelines, this equipment should be installed and operated with minimum distance between 20cm from the radiator your body. Use only the supplied antenna.

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