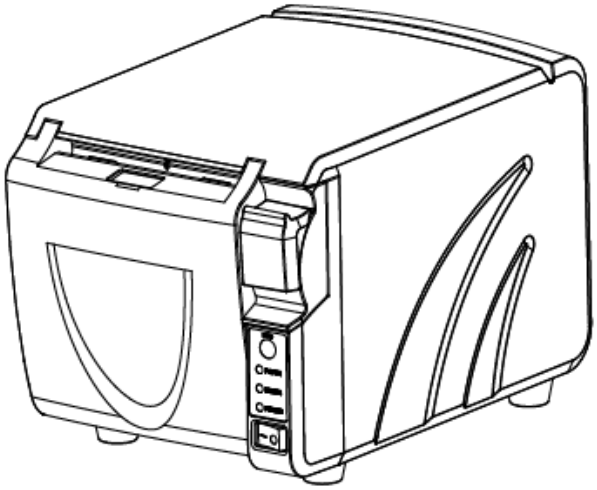
RW873

User Manual



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CAUTIONS

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 continuous update of product, please take in kind of real machine, such as accessories, programs etc.

Note: Due to continuous improvement of our product, the description of printer specification, accessories, design in this manual may slightly different, please in kind prevail.

IMPORTANT SAFETY INSTRUCTIONS

1. Safety warnings

1) Warnings: The print head will become very hot during printing; avoid contact with the print head after printing has finished.
2) Warnings: Do not touch the printer head and connector in case static damage the printer head.

2. Instructions

Read the following instructions thoroughly before starting up your printer.

1) Place the printer on a solid and even base so that it cannot fall.
2) Leave enough space around printer for operation and maintenance.
3) Keep all liquids away from the printer.
4) Do not expose the printer to high temperatures, direct sunlight or dust.
5) Protect the printer from shock, impact and vibration.
6) Ensure the printer is connected to a socket with the correct mains voltage.
7) Switch off the printer power supply when won't use it for a long time.
8) Do not printing when there is no paper, or it will damage printer head.
9) To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
10) Please switch off the power supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
11) Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
12) Keep this Operator's Manual in a place which is always easily accessible.

1 OVERVIEW

1.1 Introductions

RW873 is a thermal receipt printer with auto-cutter, 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.

RW873 can connect with other equipment through serial, USB, and Ethernet interfaces. And the printer drivers are available for the WINDOWS XP/7/ 8/10/Vista operating system.

1.2 The Main Features

1) Automatic paper cutting
2) Low noise
3) High print speed
4) Easy paper loading
5) Support page mode printing
6) Compatible with various width paper
7) Cash drawer interface
8) Communication interfaces optional

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.

▪Standard Accessories

Printer

Quick Start Guide

Roll Paper

AC Adapter

Power Cord

USB Cable

CD

▪Optional Accessories

Serial Cable

Parallel Cable

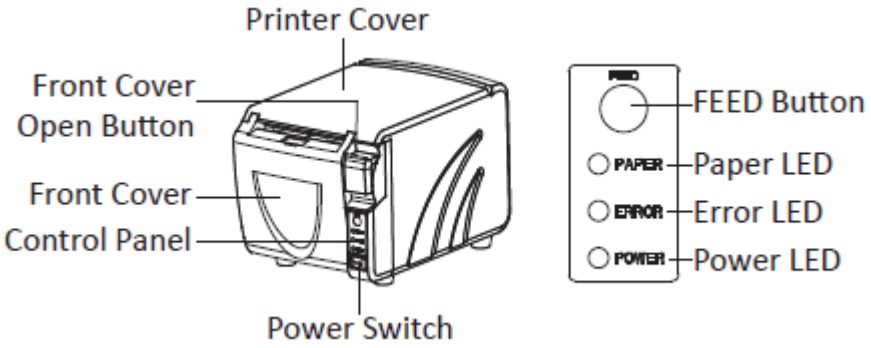
Note:

1.The AC adapter and power cord vary by local or region.

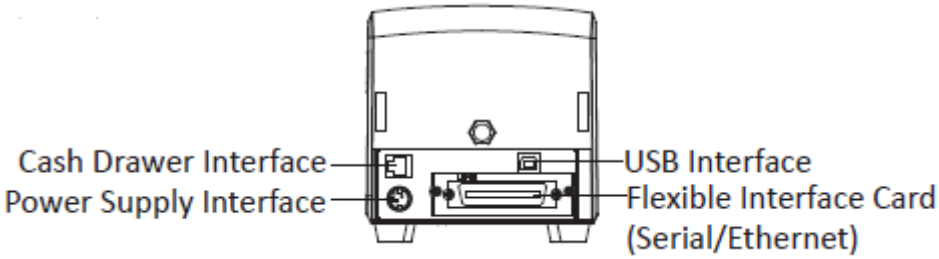
2.The packing materials are actually dependent on the order.

2.2 Appearance and Components

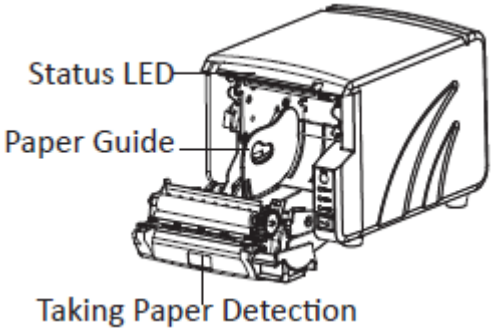
■Front



■Back



■Inside



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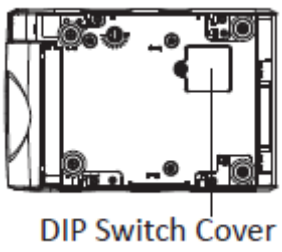


3 SPECIFICATION

3.1 Printer Specification

Table3-1 General Specification

(1/2)

Model		Parameter
Printing Parameter	Print method	Direct thermal line printing
	Resolution	203dpi, 8dots/mm
	Printing width	72mm
	Print speed	200 ~ 300mm/s
	Interface	USB, Serial, Ethernet, Cash drawer
	Print density	Adjustable from level 1 to level 4
Page Mode		Support
Memory	RAM	16Mb
	Flash	32Mb
Fonts	Chinese	GBK 16×16, 24×24dots
	Alphanumeric	ASCII 9×17, 12×24dots
	User-defined	Support
	Code page	Optional international character sets : 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), PC1254(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 varied density bitmap as and download bitmap printing Max size of each bitmap is 40K, the total size of bitmap is 256k
Barcode	1D	UPC-A, UPC-E, EAN8, EAN13, CODE39, ITF, CODEBAR, CODE128, CODE93
	2D	PDF417, QR code

Table3-1 General Specification(Continued)

(2/2)

Model		Parameter
Detect Function	Sensors	Paper out, paper near end, paper jam and cover open sensors
LED Indicator	Power indicator	Green LED
	Paper indicator	Blue LED
	Error indicator	Red LED
Power Supply	Power supply	External power adapter
	Input	AC100V-240V 50-60HZ
	Output	24V ⎓ 2.5A
Paper	Paper type	Specified Thermal Paper
	Paper width	58^{+0}_{-1} mm/ 80^{+0}_{-1} mm
	Paper thickness	0.050~0.090mm
	Paper roll diameter	Max. OD ϕ81mm
	Paper load	Forward cover open and easy paper loading
	Paper cut	Manual tear or Auto-cutter
Command		ESC/POS
Physical Spec.	Operating condition	0~40℃/20~85%RH
	Storage condition	-20~70℃/5~95%RH
	Dimensions	190(L)×127(W)×126(H)mm
	Weight	1.63kg
Reliability	TPH lifetime	150km
	Cutter lifetime	2,000,000 cuts
	MTBF	360, 000 hours
Software	Emulation	ESC/POS
	Driver	Windows XP/Win7/Win8/Win10/Vista/POSReady/Linux
	SDK	WinCE, Win Mobile, Android, iOS

3.2 Media Specification

3.2.1 Continuous Thermal Paper Specification

- Paper Type : Specified thermal paper
- Paper Width : 58^{+0}_{-1} mm/80^{+0}_{-1} mm
- Paper Outer Diameter : Max. 81 mm
- Roll Paper Core : 13mm(Internal Diameter)
  18mm(Outer Diameter)
- Paper Thickness : 0.050 ～ 0.090mm

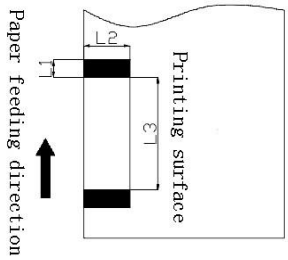
Paper Type	Manufacturer
FD210,PD150R,PD160R	OJI Paper CO.,LTD.

Notes:

- Please use the recommended thermal paper or same quality paper, otherwise it will influence the print quality and decrease the thermal printer head life;
- Don't stick the paper on the roll paper mandrel;
- If the thermal paper is polluted by chemical or oil, the thermal paper heat sensibility decreases, which will influence the print quality;
- Don't use finger nail or hard articles to touch the surface of thermal paper, otherwise it will cause color fading;
- 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.

3.2.2 Black Mark Paper Specification

When using the black mark paper, the black mark paper must be at the front side of the receipt paper, and the reflectivity should be less than 15%, and the reflectivity of other part of the paper should be more than 85%. There must not be any graphics in the black mark space, such as advertising. The black mark should be qualified for the below requirement:

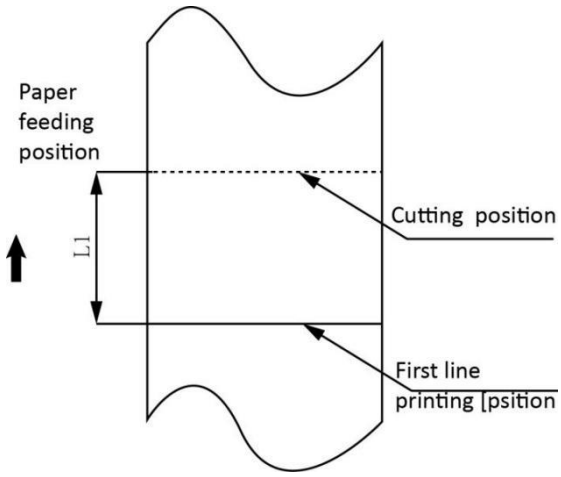


5mm<L1 (black mark width) <10mm

L2 (black mark length) >12mm

20mm<L3 (the distance between two black mark) <500mm

3.2.3 Cutting Position



Type	Paper Cutting Position(L1)
RW873	14.5mm

4 INSTALLATION AND USAGE

4.1 Open Packing

When opening the package, according to the packing list to check if items are missing or damaged, if so, please contact the dealer or manufacturer.

4.2 Choice Installation Site and Direction of Printer

1) Install the printer on a flat, stable place; recommend to install it at horizontal line, angle of inclination should not exceed ± 10 ° (paper feed direction) if tilt install printer, it does not allow to tilt by other direction;
2) Keep printer far away from source of water;
3) Avoid the printer on place where it is vibration and shock;
4) Ensure printer ground connect is sate;
5) When the printer is at operation and maintenance, it is recommended to retain the space as below to ensure the printer can work in reliability and ease of operation.

4.3 Connect the Printer Power Adapter

1) Make sure the printer's power switch is turned off;
2) Put the cable plug of power adapter facing up at flat side, insert the rear of the printer power connector;
3) Turn the power adapter input power;
4) Pay attention about disconnecting or connect the AC adapter at right method, or likely to cause damage.

The plug of power adapter is designed in a switch type, when accessing power adapter and uttered the voice "click", it means the connected socket switch is locked the adapter connect well, otherwise please connect again.

When pull 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 squeeze at any of place of power adapter. Because, it is more difficult to pull it out and easy to damage the cable.

Notes:

- ► Please only use the power adapter are recommended by supplied or equivalent products;
- ► When disconnecting the AC adapter plug, handhold plug connector housing, to avoid the pulling on the cable in force;
- ► Avoid drag the power adapter cable, otherwise it will damage the cables, causing fire and shock;
- ► Avoid put power adapter around a heating device, otherwise the cable may melt, causing fire and shock;
- ► If you do not use the printer in a long time, disconnect the power supply of printer power adapter.

4.4 Connecting the Interface Cable

1) Make sure the printer's power switch is turned off;
2) Put the interface cable into the matched interface and fixed with screws (or spring) on the plug;
3) Connect the other end of the interface cable to the host.

4.5 Connecting the Cash Drawer

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.).

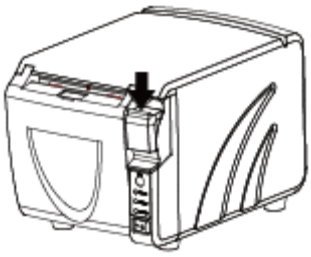
4.6 Paper Roll Installation

4.6.1 Confirmation of Printing Paper

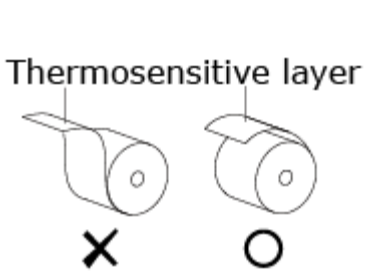
After connecting the power adapter and interface cable, you can install media for printing. Confirm the type of paper used by the printer before printing. The default paper type is continuous paper. If you need to set the marked paper, please contact your dealer or manufacturer.

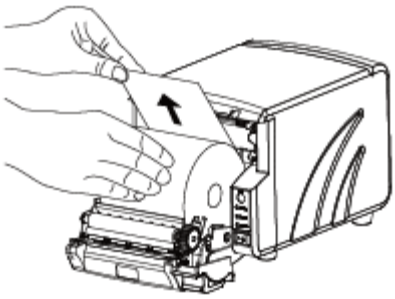
4.6.2 Installation/Change Paper

1) Turn off printer power supply;
2) Press the cover open button to open the front cover of printer;

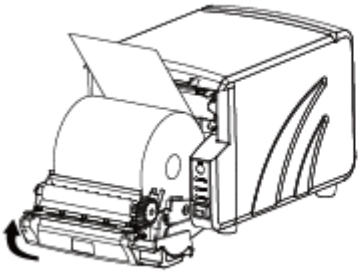


3) Remove the used roll paper core, if any;
4) In the correct direction of the roll paper, install the roll paper;





5) Pull out some roll paper, and close the front cove;
6) Tear off the roll paper.



Notes:

- According to the paper size to adjust the paper guide;
- Make sure the paper inside is at tight status, or it will issue paper jam or others obstacle.

4.7 Setting DIP Switch

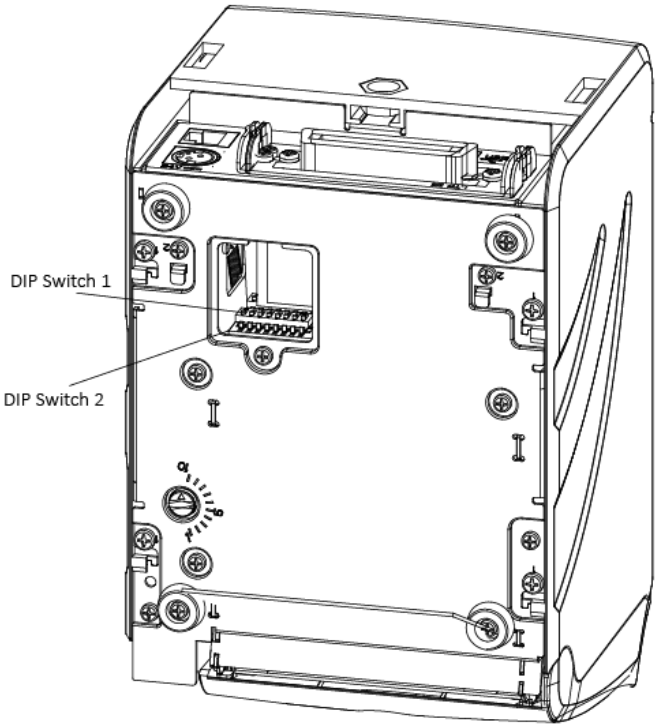
4.7.1 Serial Interface (RS-232C)

- DIP Switch 1

Switches	Functions	Turn on	Turn off	Default
1-1	Automatic line feed	Enable	Disable	Turn off
1-2	Handshake	XON/XOFF	DTR/DSR	Turn off
1-3	Bit length	7 bits	8 bits	Turn off
1-4	Odd-even verify	Yes	No	Turn off
1-5	Odd-even choice	EVEN	ODD	Turn off
1-6	Choice baud rate （bps）	Reference form 1		Turn off
1-7				Turn on
1-8				Turn off

- DIP Switch 2

Switches	Functions	Turn on	Turn off	Default
2-1	Multi-byte characters	English	Chinese	Turn on
2-2	Internal control beeper	Permit	Prohibit	Turn off
2-3	Auto cutter	Prohibit	Permit	Turn off
2-4	Busy condition	Receive buffer is full	*Off-line * Receive buffer is full	Turn off
2-5	Printer density	Reference form 2		Turn off
2-6				Turn off
2-7				Turn off
2-8	Printing dots quantity	512	576	Turn off



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4.7.2 Interfaces of Parallel and USB2.0

- DIP Switch 1

Switches	Function	Turn on	Turn off	Default
1-1	Automatic line feed	Permit	Prohibit	Turn off
1-2 ~ 1-8	Reserve	-	-	Turn off

- DIP Switch 2

Switches	Functions	Turn on	Turn off	Default
2-1	Automatic line feed	English	Chinese	Turn on
2-2	Internal control beeper	Prohibit	Permit	Turn off
2-3	Auto cutter	Prohibit	Permit	Turn off
2-4	Busy condition	Receive buffer is full	*Off-line * Receive buffer is full	Turn off
2-5	Printer density	Reference form 2		Turn off
2-6				Turn off
2-7				Turn off
2-8	Printing dots quantity	512	576	Turn off

Form 1—The Choice of Baud Rate

Baud rate	1-6	1-7	1-8	Default
2400	Turn on	Turn off	Turn off	9600
4800	Turn on	Turn off	Turn on	
9600	Turn off	Turn on	Turn off	
19200	Turn off	Turn off	Turn off	
38400	Turn off	Turn on	Turn on	
57600	Turn off	Turn off	Turn on	
115200	Turn on	Turn on	Turn on	

Form 2—The Choice of Print Density

2-5	2-6	2-7	Printer density	Default
Turn on	Turn on	Reserve	1 (diluted)	2
Turn off	Turn off	Reserve	2	
Turn on	Turn off	Reserve	3	
Turn off	Turn on	Reserve	4 (dense)	

4.7.3 The Choice of Auto Cutter

DIP Switch setting 2		
Switch2-3	Turn on	Automatic paper cutting is prohibited
	Turn off	Automatic paper cutting is permitted
Application program	Ignore the automatic paper cutting error continuous printing	

4.8 Printer Self Testing

1) Make sure the printer has been installed paper roll and turn off the top cover;
2) Press on FEED button and turn on power switch, the printer can print out configuration information and the prompt line “If you want to continue SELF-TEST printing, please press FEED button”.

Press FEED quickly, the printer will print the character test sample and end of self-test page printing process.

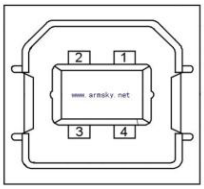
4.9 Installation of Windows Driver

1. Install the Windows Driver program. (Please refer to the Windows Driver Manual)
2. Please set the “Interface” as the type you use.
3. Use the Windows Driver Program to print out the “Print Test Page”.

5 INTERFACE SIGNALS

Printer RW873 supports cash drawer interface and many other various communicate interfaces, such as Serial interface, parallel interface, USB interface, Ethernet interface. The printer has the communication board with the default USB interface and cash drawer interface, and the other communication boards with the Ethernet interface, parallel interface, RS232 interface are optional.

5.1 USB



PIN NO.	Signal Name
1	VBUS
2	D-
3	D+
4	GND

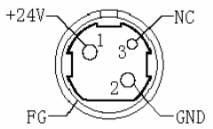
5.2 Cash Drawer

PIN NO.	Signal Name
1	FG
2	Drawer 1
3	DRSW
4	VDR
5	Drawer 2
6	GND

Electrical characteristics

- Driving voltage： DC 24 V
- Driving current： maximum 0.8 A (In 510 ms)
- Drawer check signal： “L” = 0 ~ 0.5 V “H” = 3 ~ 5 V

5.3 Power Port



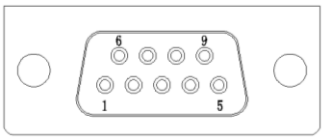
PIN NO.	Signal Name
1	+24V
2	GND
3	N.C
SHELL	F.G

Note：

- *Strictly prohibit unplug the cable while the printer is power on.*
- *When arranging the line of communication, you have to avoid paralleling with the strong current.*
- *you have to use the shielded communication line.*

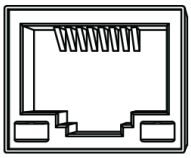
5.4 Serial Interface

Printer RW873 serial interface is compatible with RS-232 standard, with 9 pin sockets.



PIN No.	Signal Name
1	-
2	TXD
3	RXD
4	-
5	GND
6	RTS
7	CTS
8	RTS
9	-

5.5 Ethernet Interface



PIN NO.	Signal Name
1	TX+
2	TX-
3	RX+
4	-
5	-
6	RX+
7	-
8	-

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 indicator not light, printer not working	Printer No power	Connecting the power supply
	Printer not on	Turn on the printer
	Circuit board broken	Contact with the dealer

6.2 LED Indicator on the Control Panel and Beeper Alarm

Problem description	Probable reason	Solution
Paper LED always on	Paper near end	The roll paper is near end, the printer can work normally
Error LED always on and beeper alarms	Printer Cover open	Close the printer cover
Paper Error LED always on and beeper alarms	Paper out	Reload the roll paper
Error LED blinks and beeper alarms	Thermal print head overheated	Turn the printer off and resume when it cools
	overvoltage	Print with specified voltage
	Low-voltage	Print with specified voltage

6.3 Troubles Occur during Printing

Problem description	Probable reason	Solution
Coloured stripe in the paper	Paper near end	Reinstall the roll paper
Blurred printing or spot	Incorrect roll paper installation	Check if the roll paper is installed
	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 Jam	Paper strike	Open the printer cover, check the paper path and remove jammed paper
Vertical print words missing	Dirty thermal head or print roller	Clean the thermal head or print roller
	Thermal head damaged	Contact your dealer for assistance

6.4 Problems Emerge during the Paper Cutting Processes

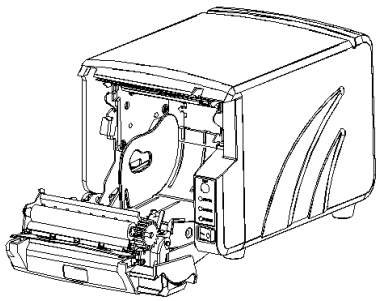
Problem description	Probable reason	Resolution
Cutter jam, the movable cutter cannot back	Cutter abrasion, insufficient cutting	Replace the cutter
	Worm gear and worm wheel abrasion	Replace the worm gear and worm wheel
	Motor burnt	Replace the motor
	Paper scraps	Clean the paper scraps on the transmission system
Insufficient cutting	Cutter edge abrasion, paper too thick	Replace the cutter
Paper jam	Thermal printer head over heat	Reduce the thermal printer head heating power
	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

6.5 Removing Jammed Paper

Warning: Do not touch the thermal print head because it becomes very hot after printing.

If the front cover can be opened, operate it according to the next steps.

1) Turn off the printer and press open cover button.
2) Remove jammed paper, reinstall the roll, and close the cover.



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 follows:

※ CAUTION

1) Make sure to turn off the printer prior to cleaning.

2) As the print head gets hot during printing, intending to clean the print head, turn the printer
off and wait approximately 2~3 minutes before commencement.

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 the cleaning pen 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:

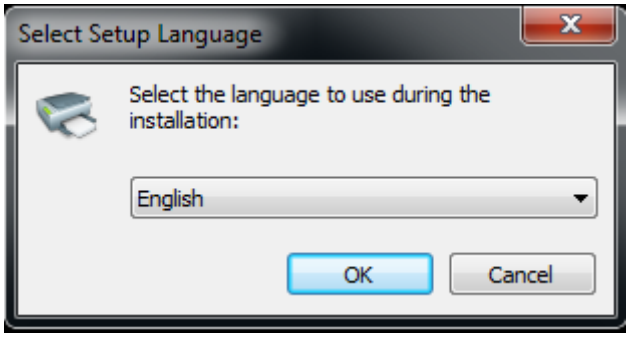
- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)
- Microsoft Windows Server 2008 R2

8.1 Installation of Utility Tool

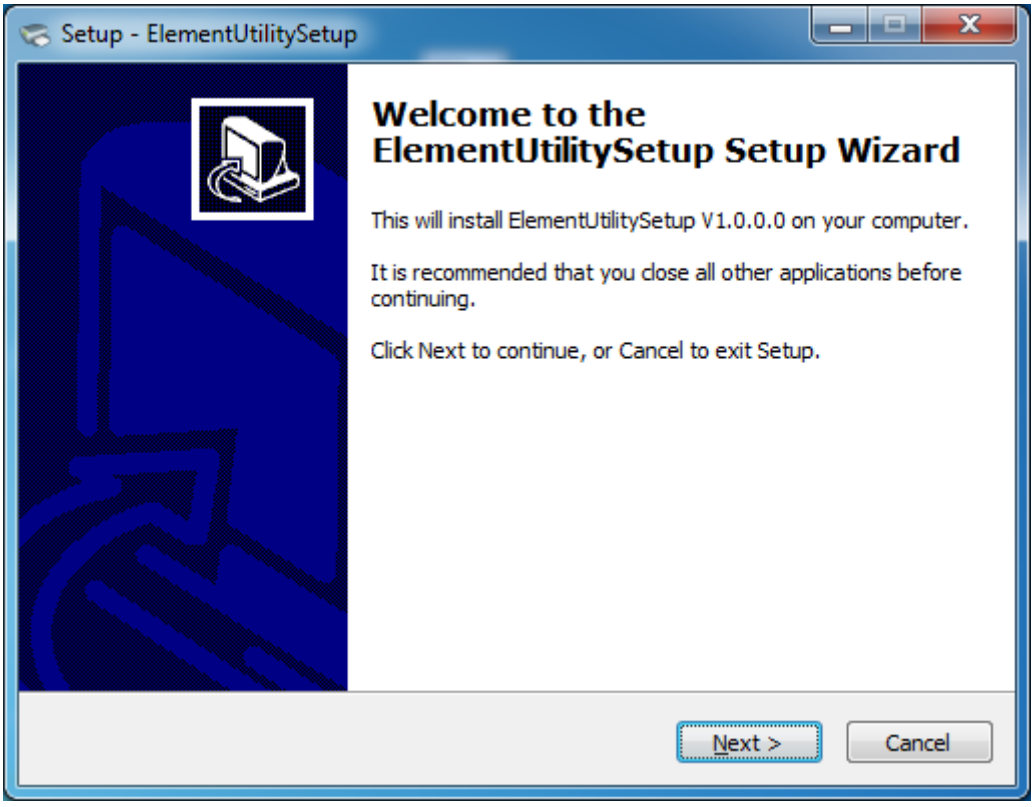
The following screens take Win 7 for example.

1) Open the installation package.

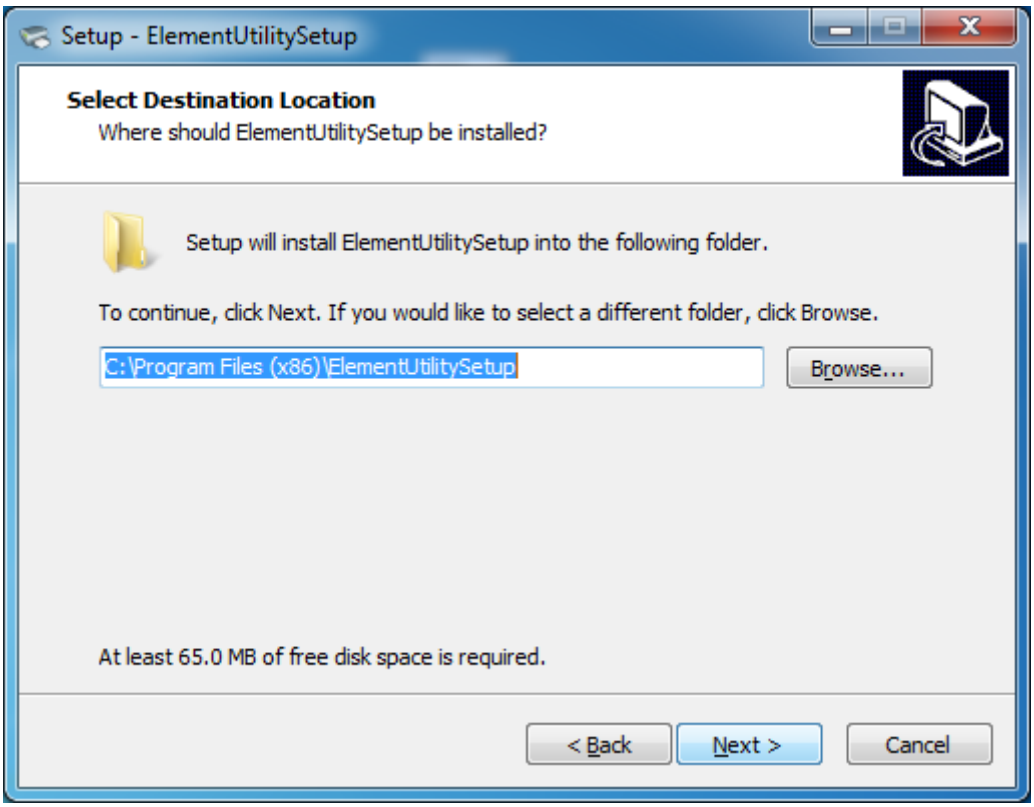
2) Choose “English” and click “OK”.



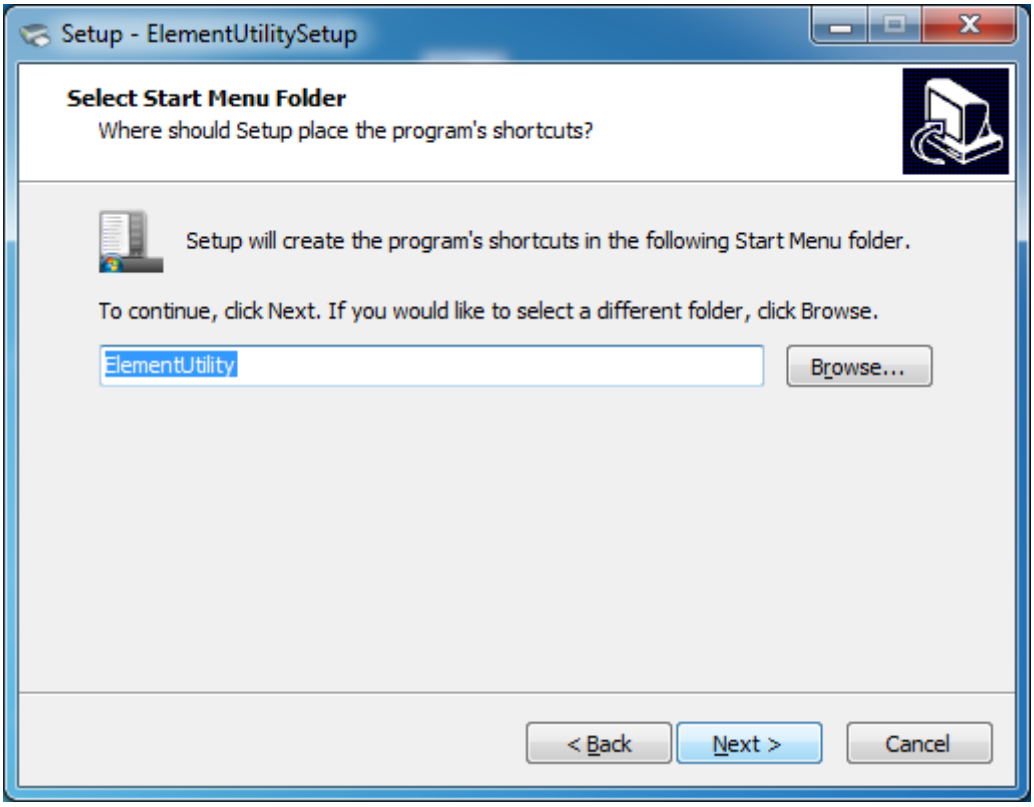
3) Click “Next”.



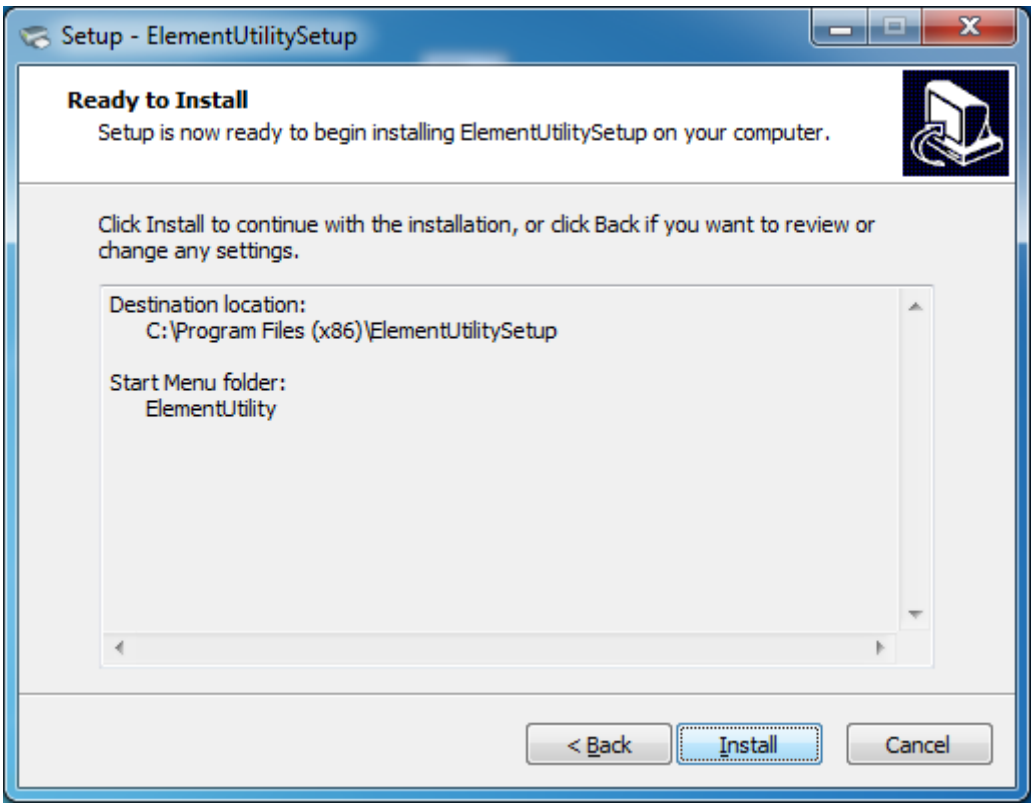
4) Click “Next”.



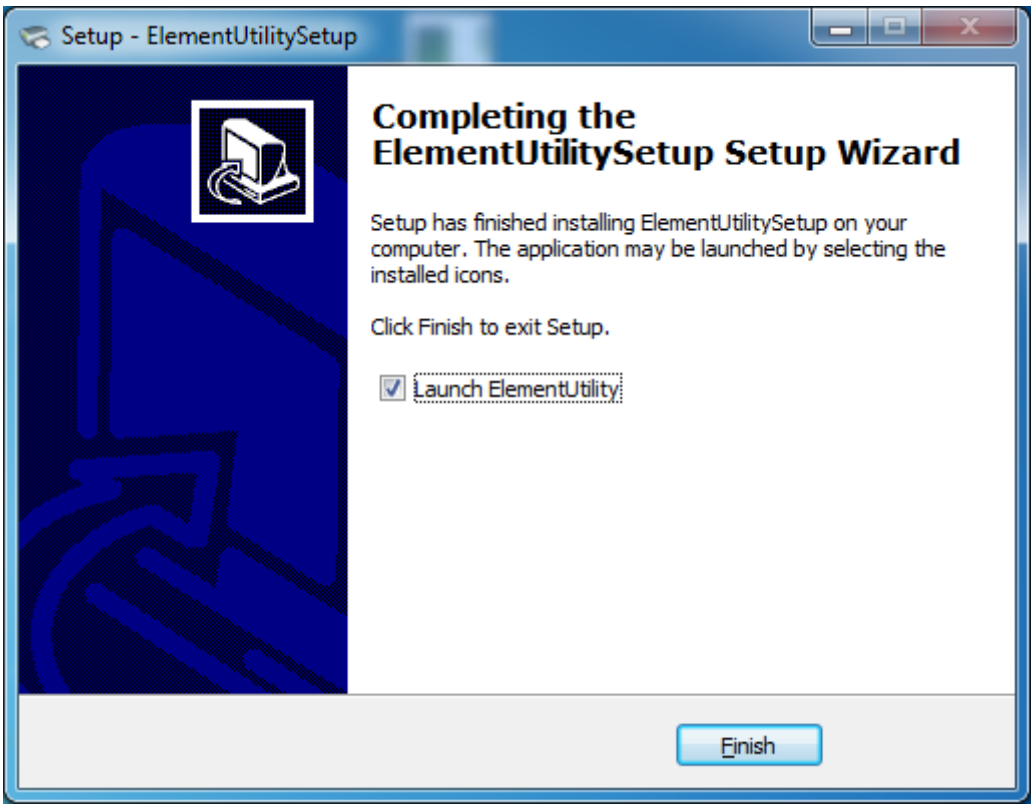
5) Select start menu folder. Click “Next”.



6) Click “Install”.



7) Click “Finish”. Utility Tool is installed successfully.



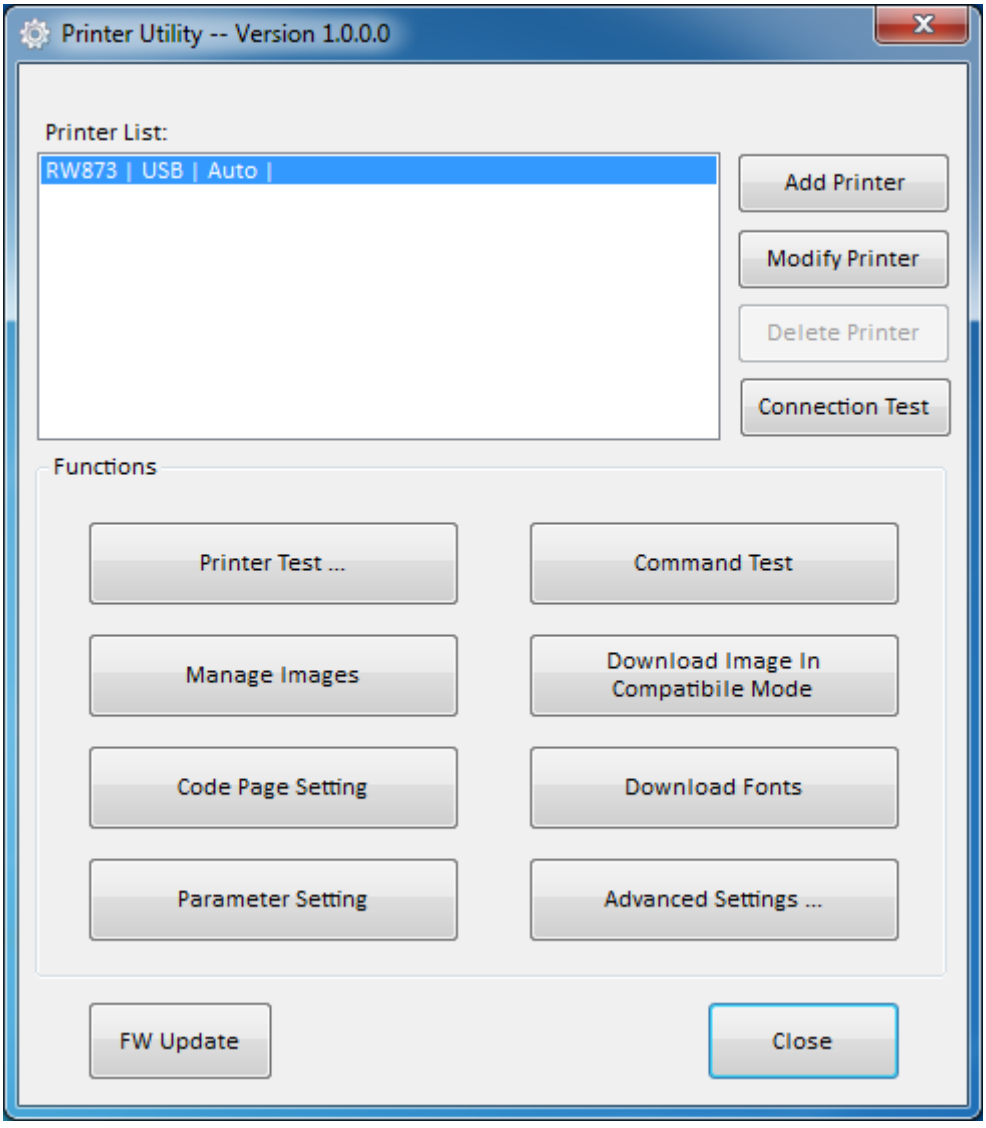
8.2 Using Utility Tool

Warning: In different operating system, screen has a slight difference. Please operate it according to the tips. Take RW873(Windows 7) for example.

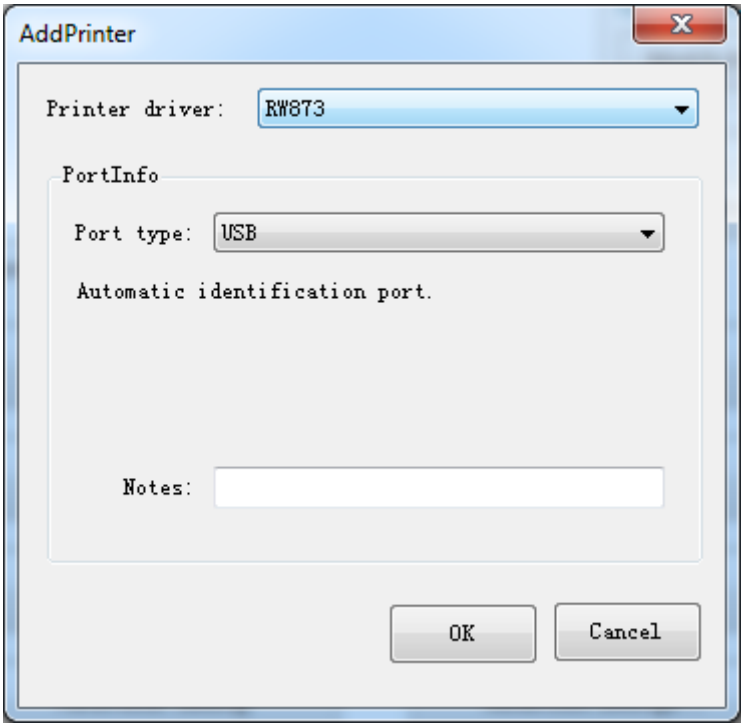
8.2.1 Add/Modify/Delete/Connect Printer

8.2.1.1 Add printer

1) Click “Add Printer”.

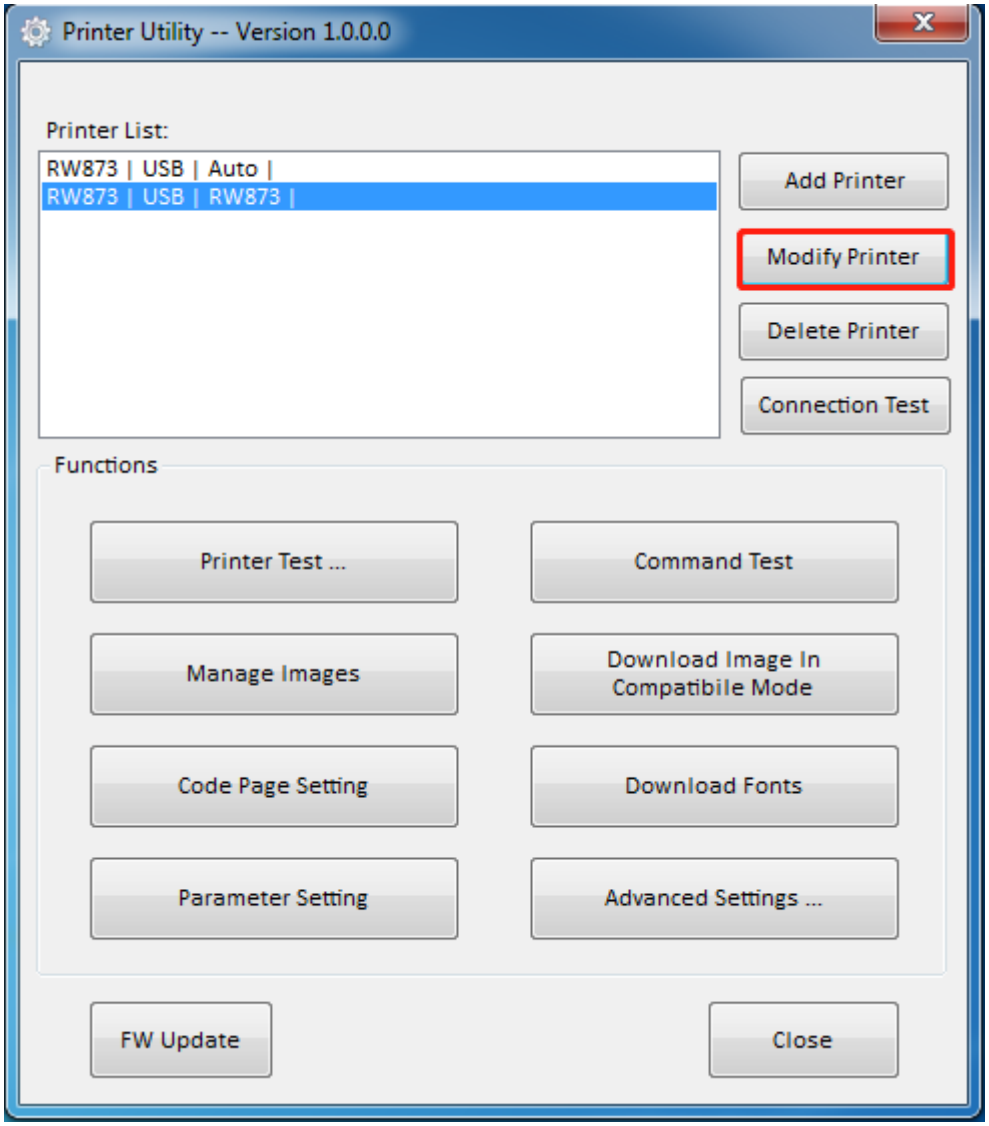


2) Choose the appropriate printer type and port. Then click “OK”. (Take RW873 for example.)

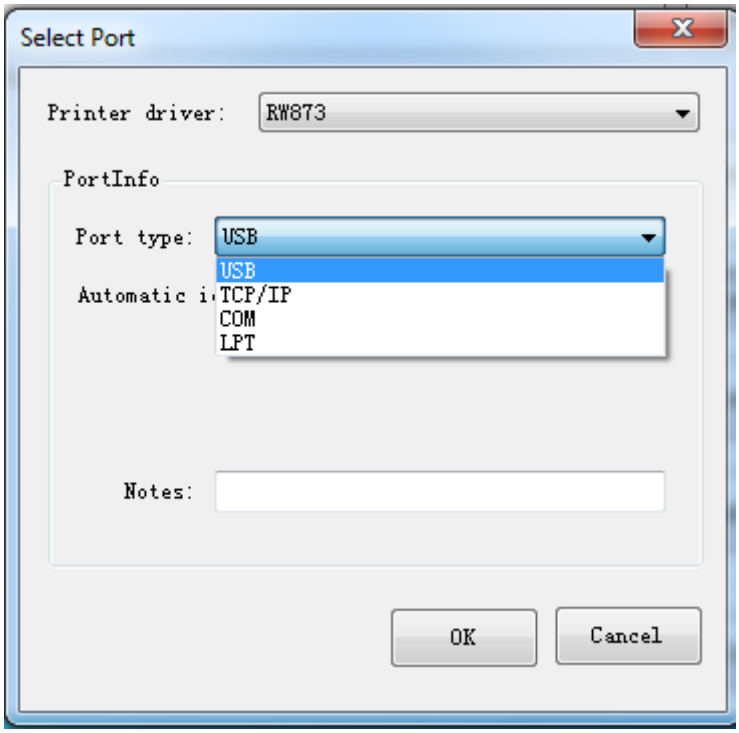


8.2.1.2 Modify printer

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



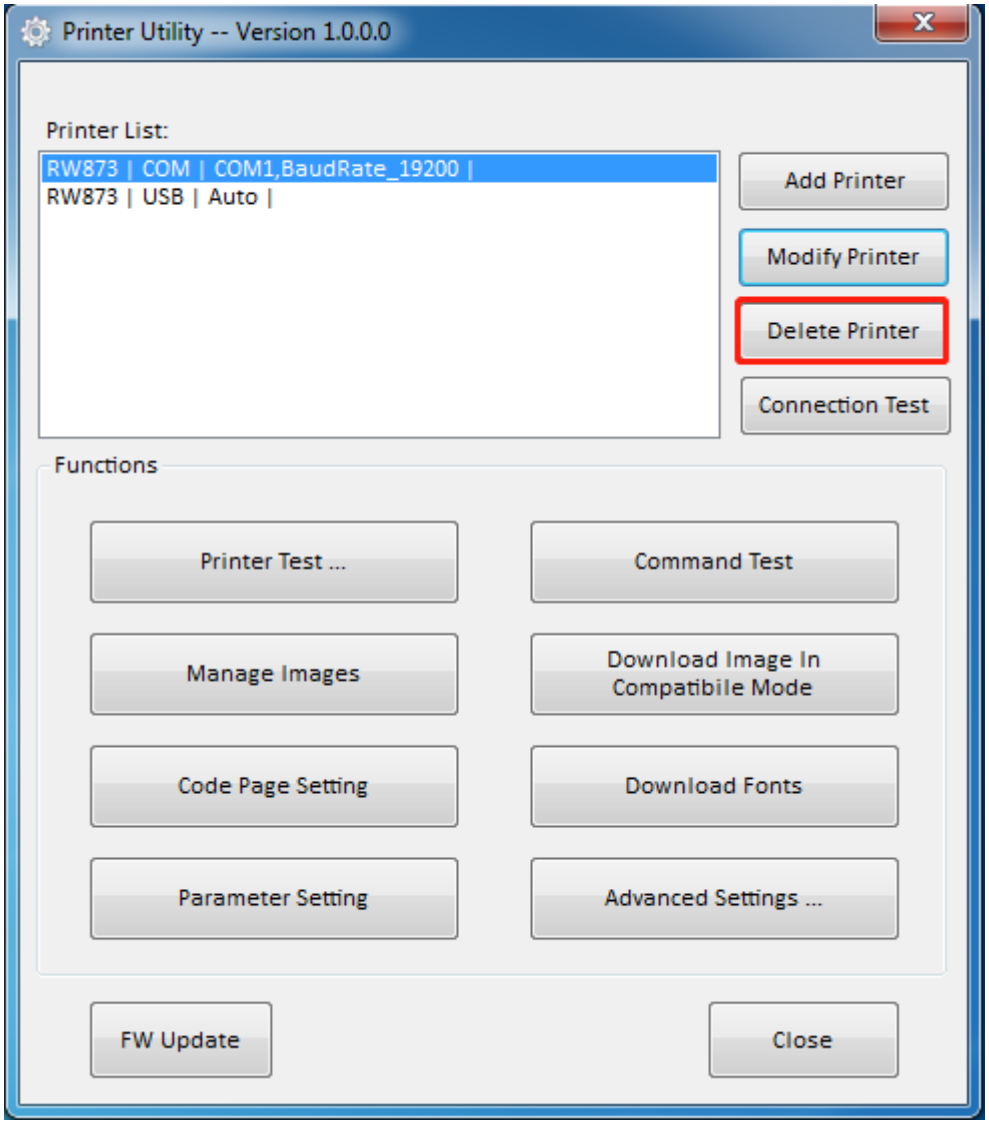
2) Choose the new printer and new port. Then click “OK”.



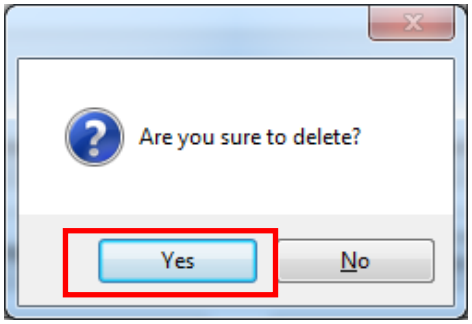
3) The new printer is added successfully.

8.2.1.3 Delete printer

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



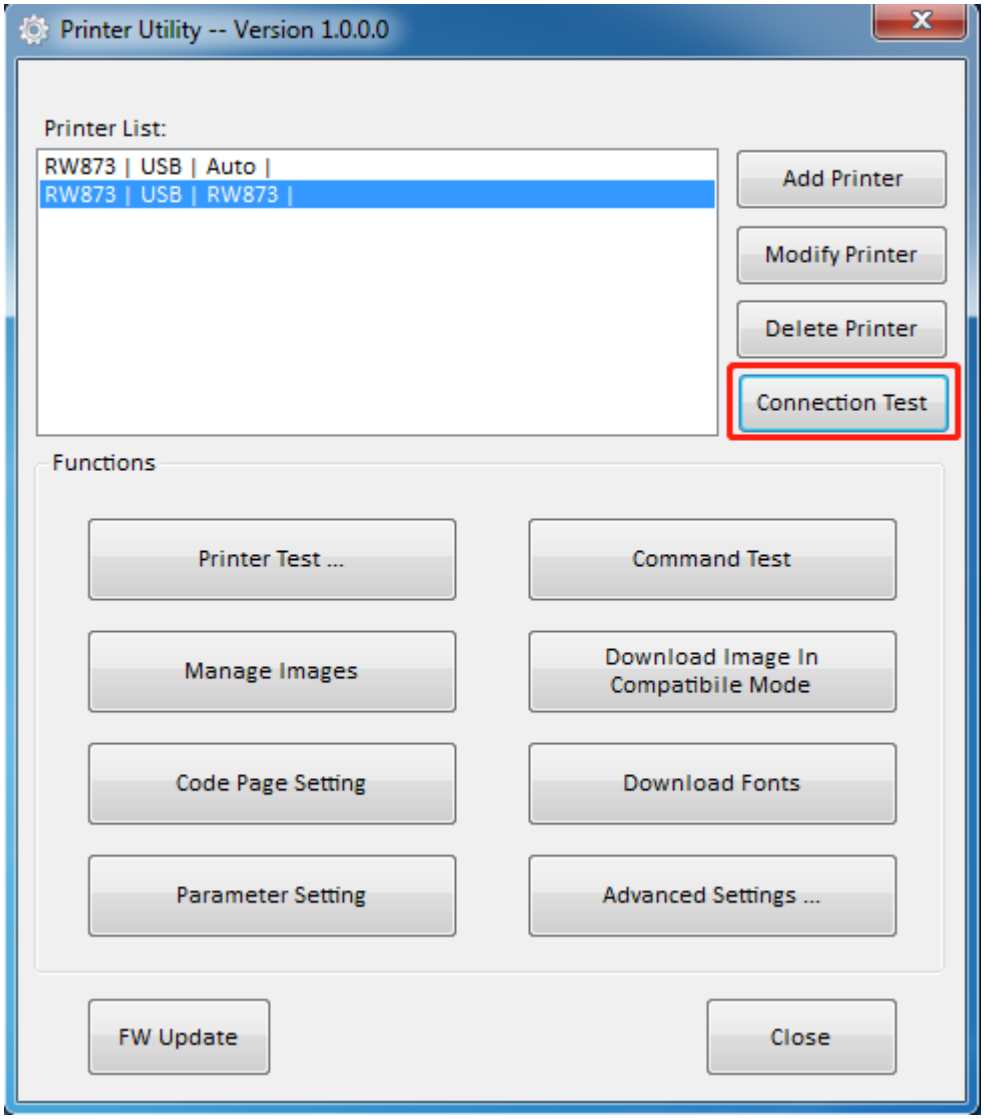
2) Click “Yes”, then the printer is deleted.



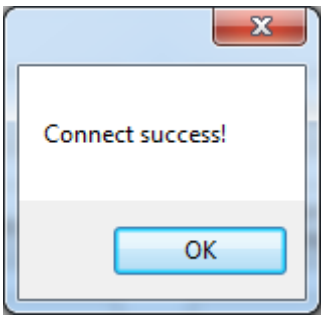
8.2.1.4 Connection Test

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 to 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

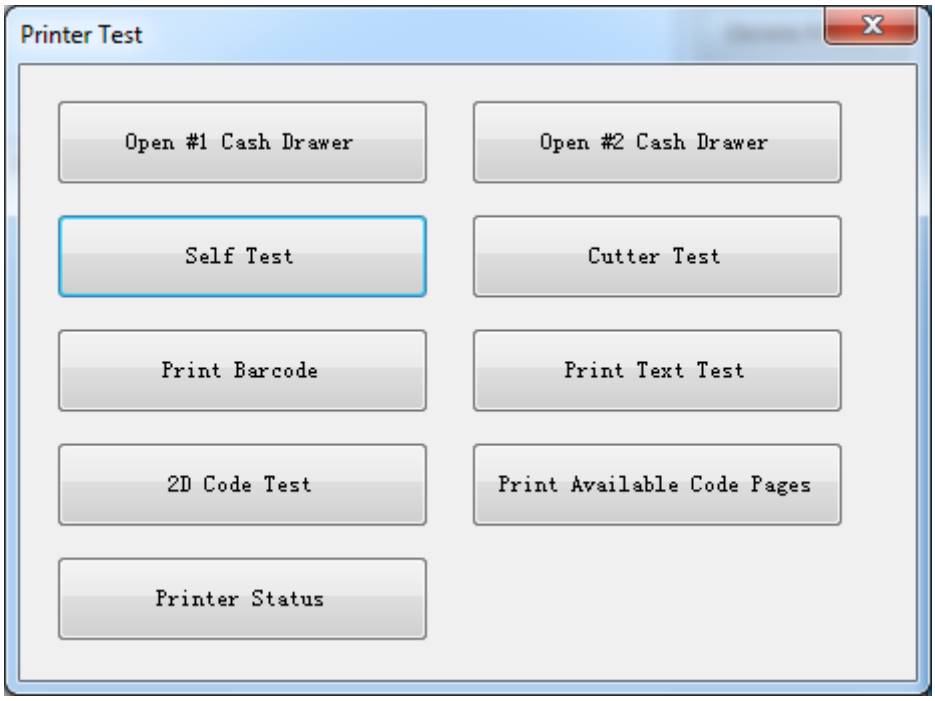
Printer Test contains the following items:

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

8.2.2.1 Printer Test

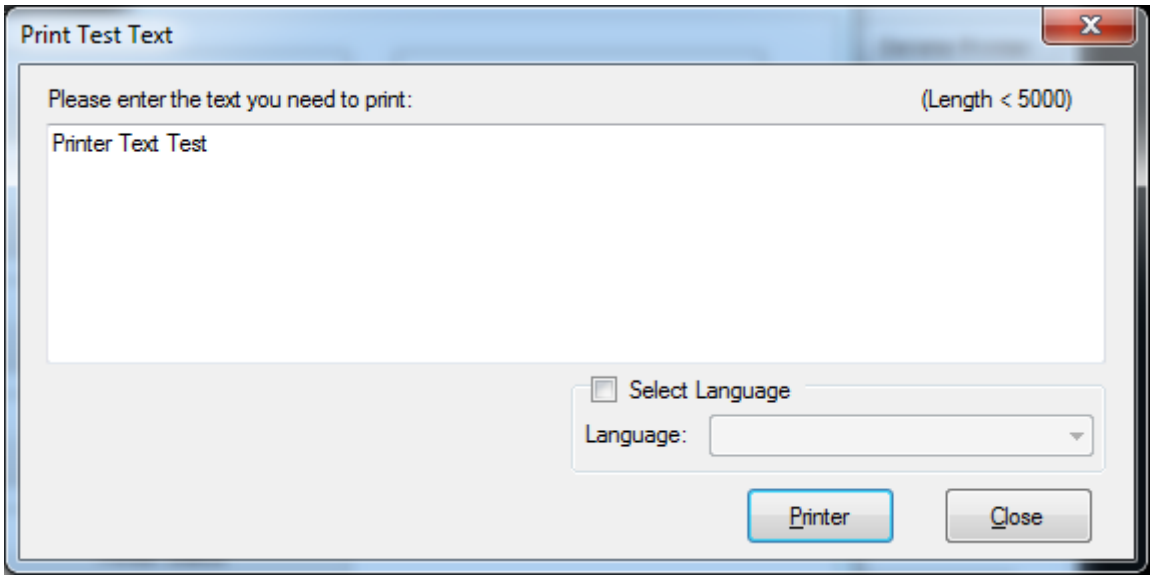
1) Self Test

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



2) Print Test Text

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.

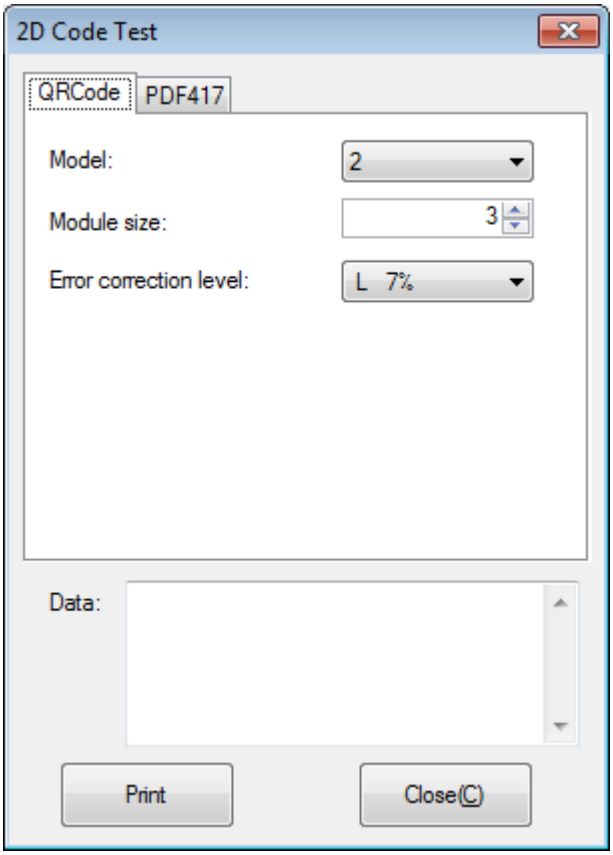


Note: The language option in the lower right corner is checked according to the input text. (For example: The input is Simplified Chinese, the language is checked for Simplified Chinese,

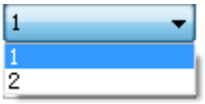
the printer prints the input text according to the setting options, and if you check other languages, the printer does not print the text)

3) 2D Code

Click the QRCode mode.



▲Model: 1~2



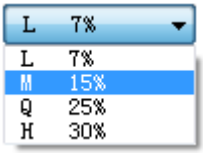
▲Module size: 1~16

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

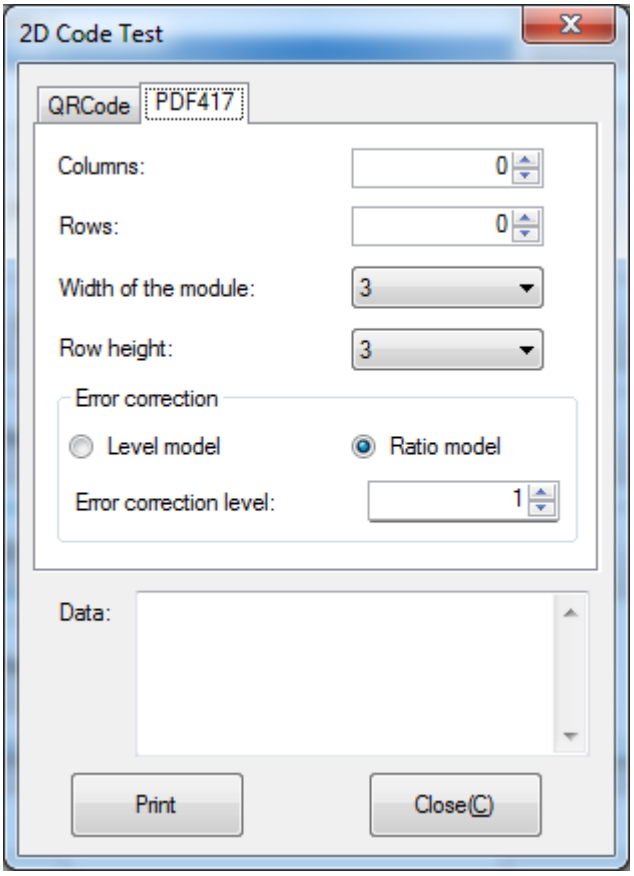
▲Error correction level:

7%~30%

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



Click the PDF417 mode.

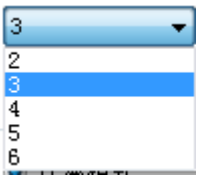


▲Columns: 0~30

▲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

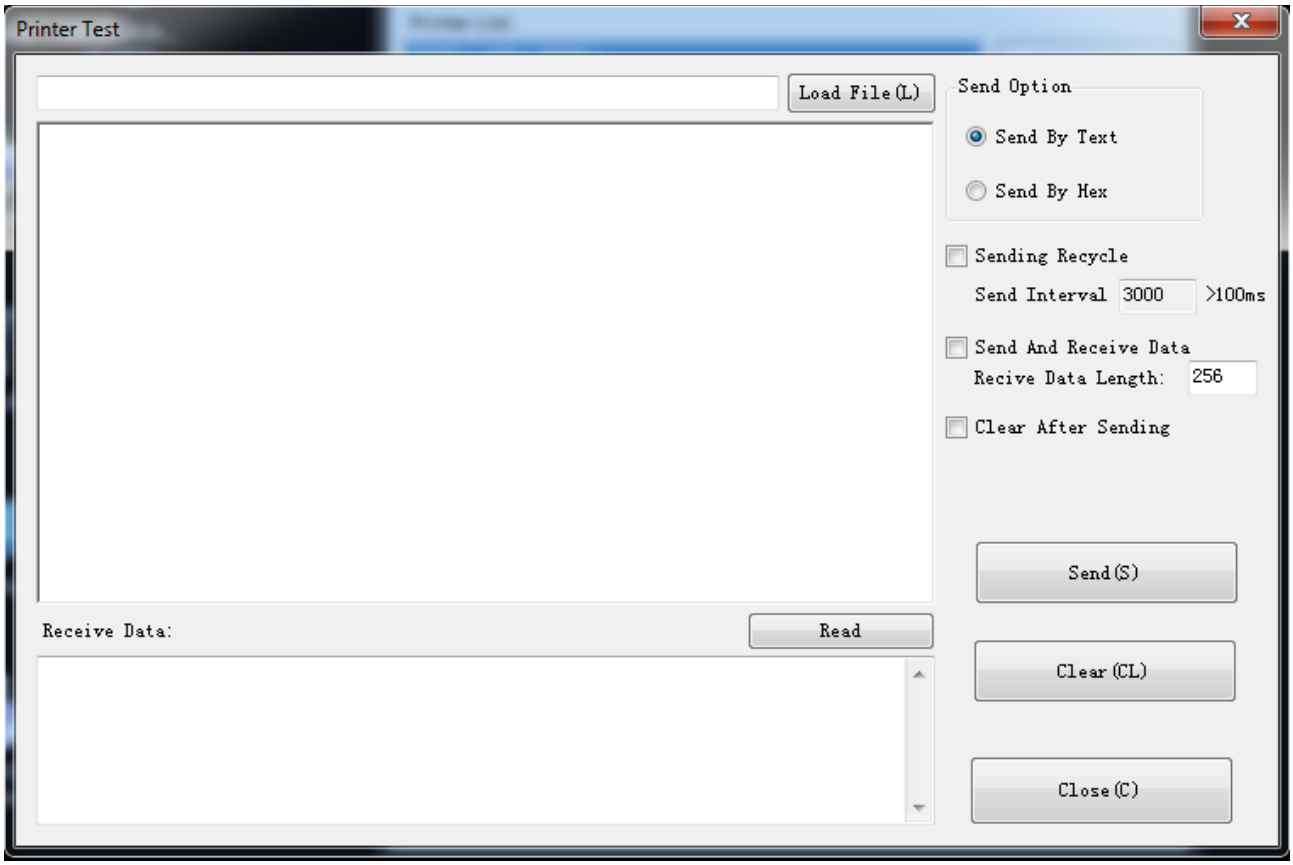
The larger the module value, the longer the printed PDF417 barcode, and the smaller the opposite.

▲Error connection level

8.2.2.2 Command Test

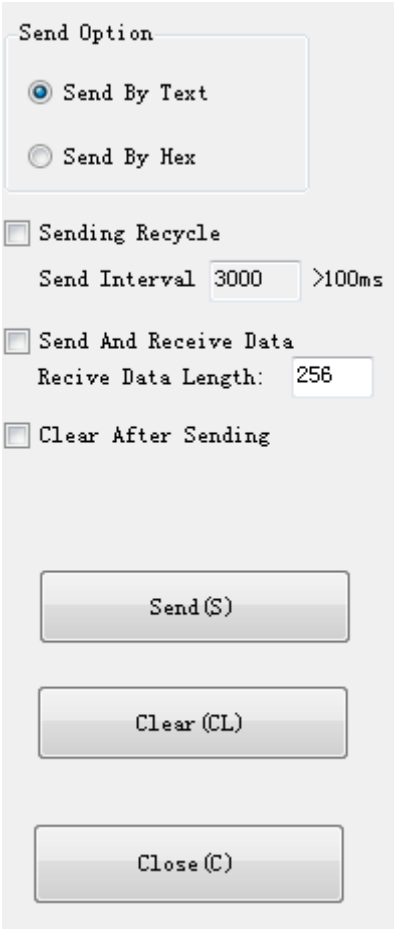
In the command test, you can send command to the printer. Input text or hexadecimal data. Select a file or enter a command in the input box.

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

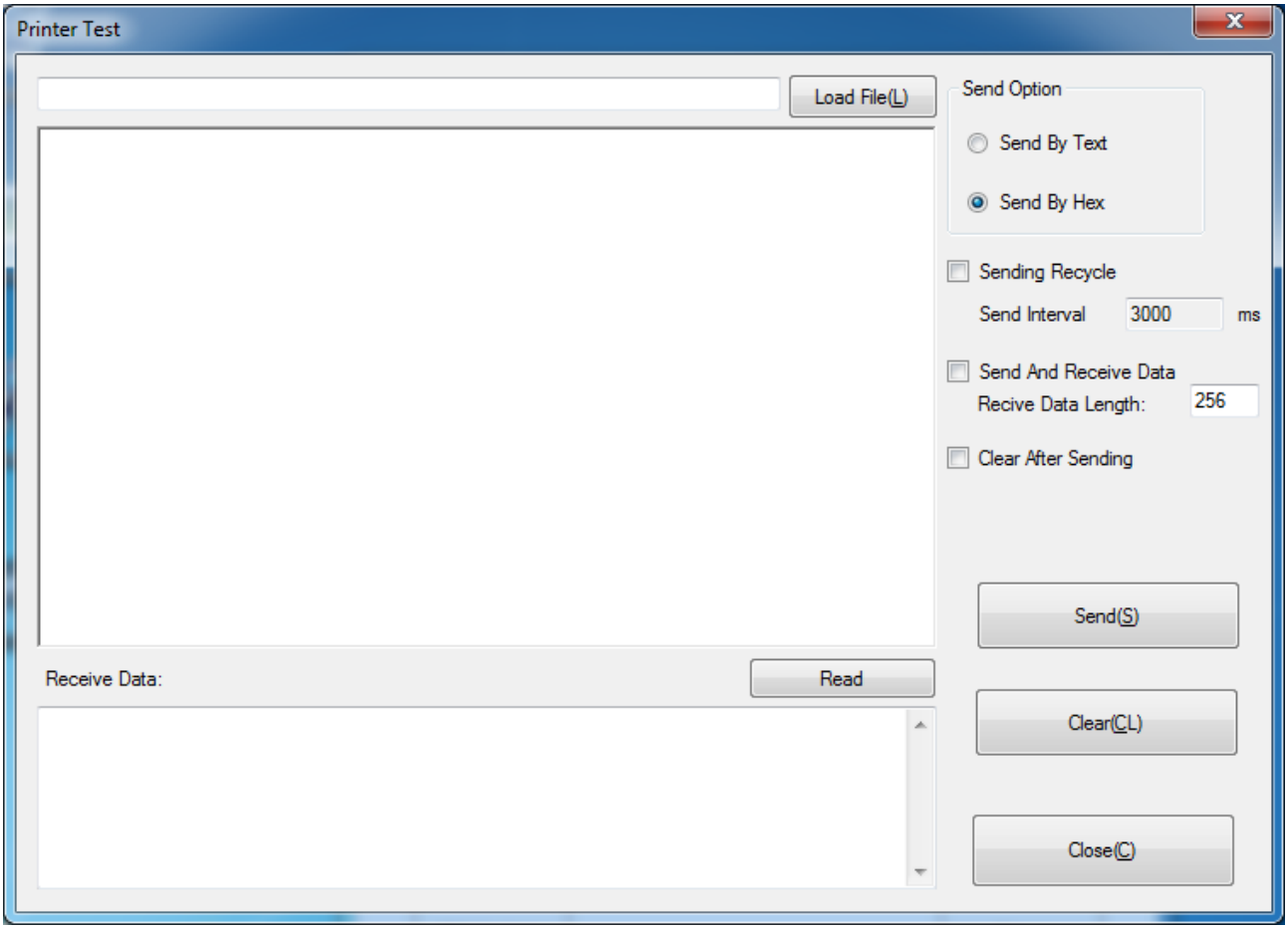


▲Sending Recycle:

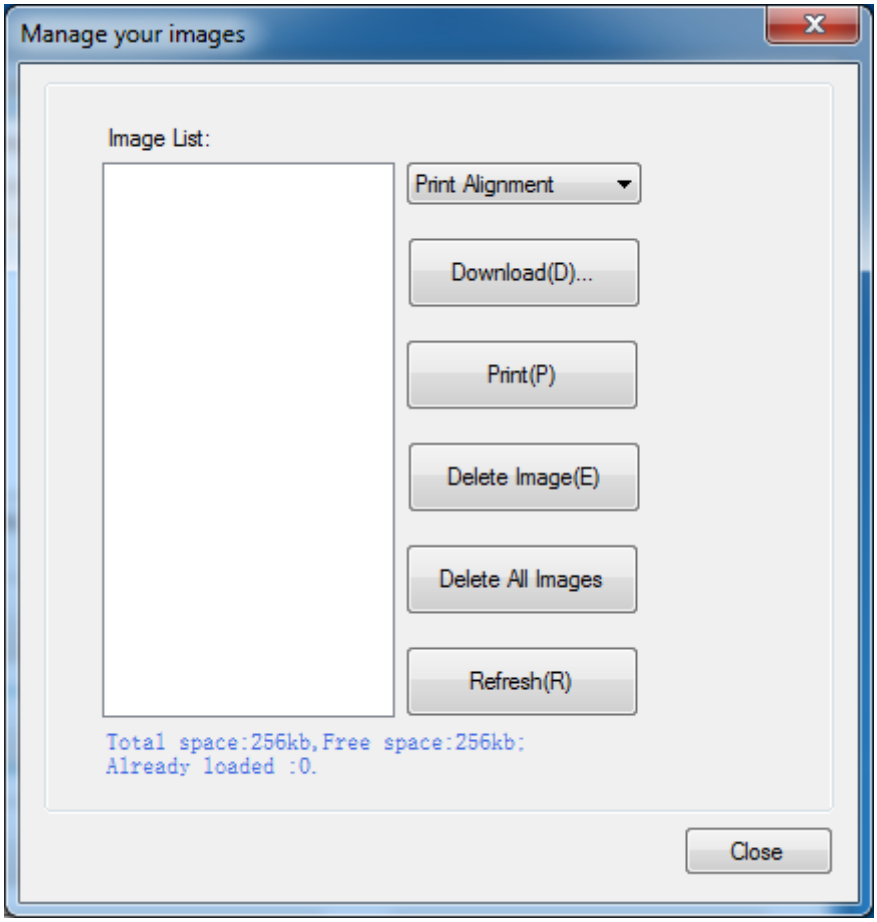
When the interval is set to 3000ms (you can set the interval as needed), then click “Send”, the printer starts to recycle printing. Click “Stop” to stop the recycle printing.



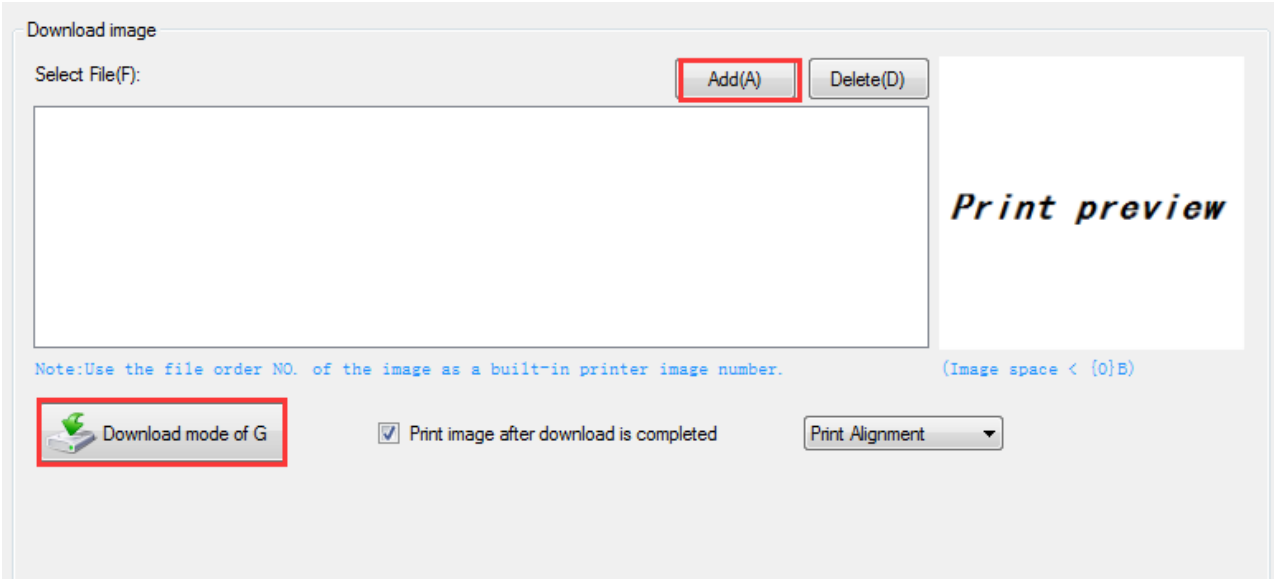
2) Click “Send by Hex”, input the content. (Convert text to HEX or send ESC command)



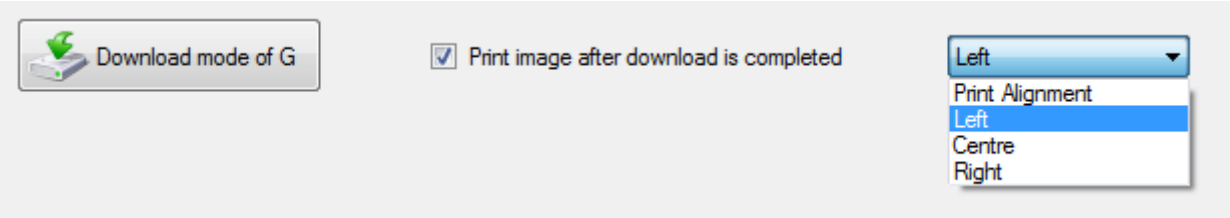
8.2.2.3 Manage Images

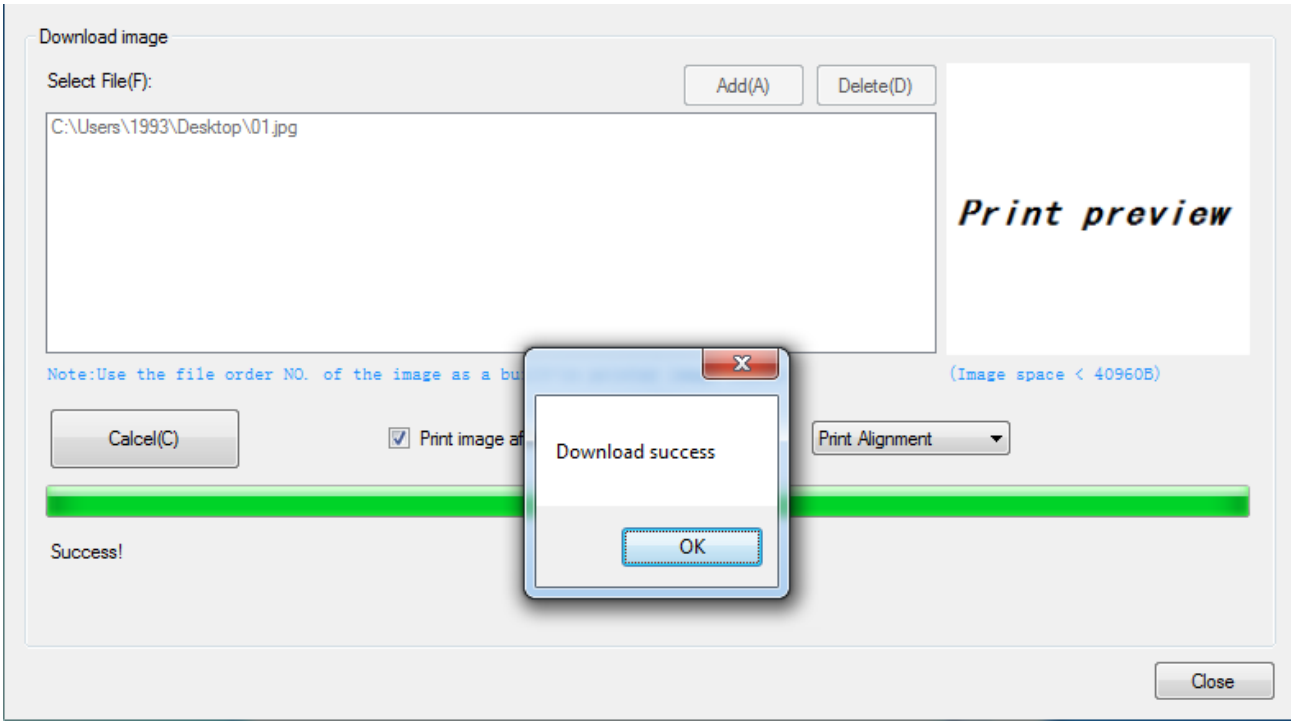


1) Click "Download" to add the image, if you want to print the picture, set the print location before clicking "Download mode of G" to print the picture. (It is recommended to use a picture in BMP format)



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

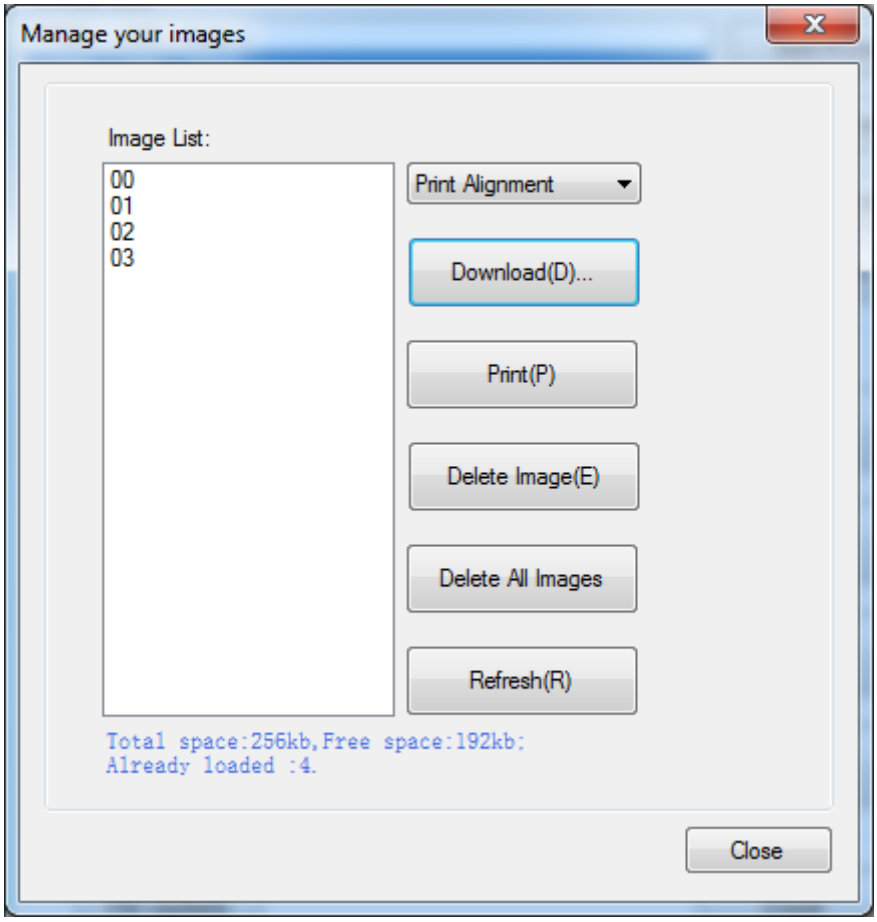




Note: Total memory 256K, each bitmap should be below 40K.

- Delete Image

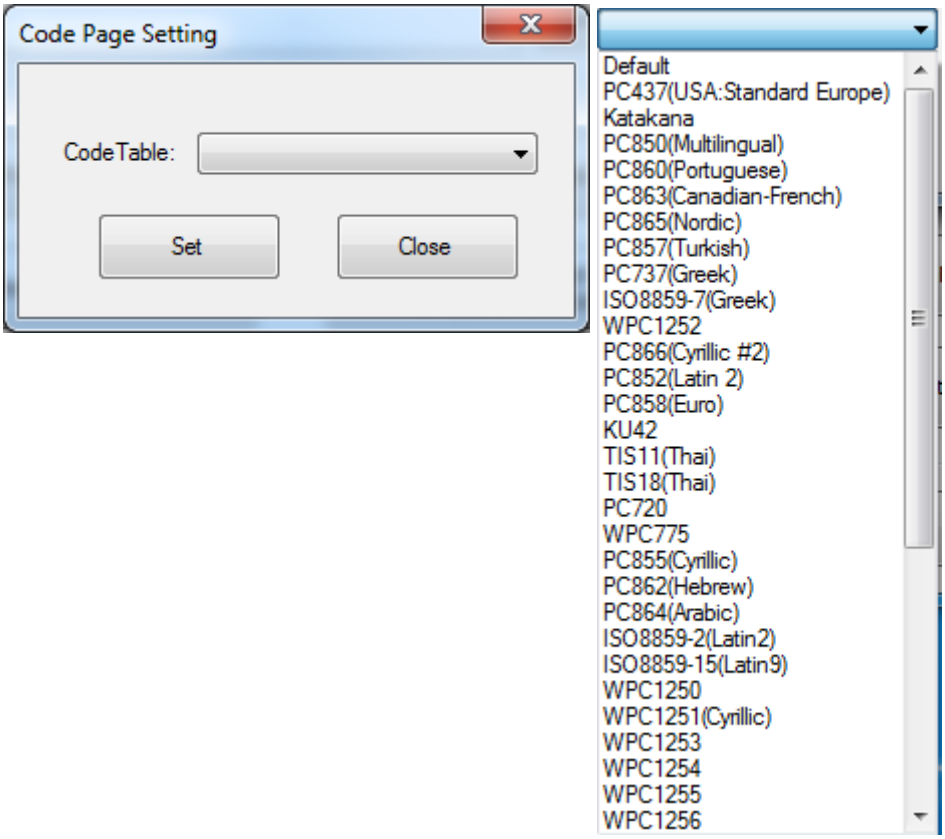
Note: Each time click "Download mode of G", an image list number will be generated.



Click the image list, select "Delete selected image" to delete the image, click "Delete all Images" to delete all the images in the list.

8.2.2.4 Code Page Setting

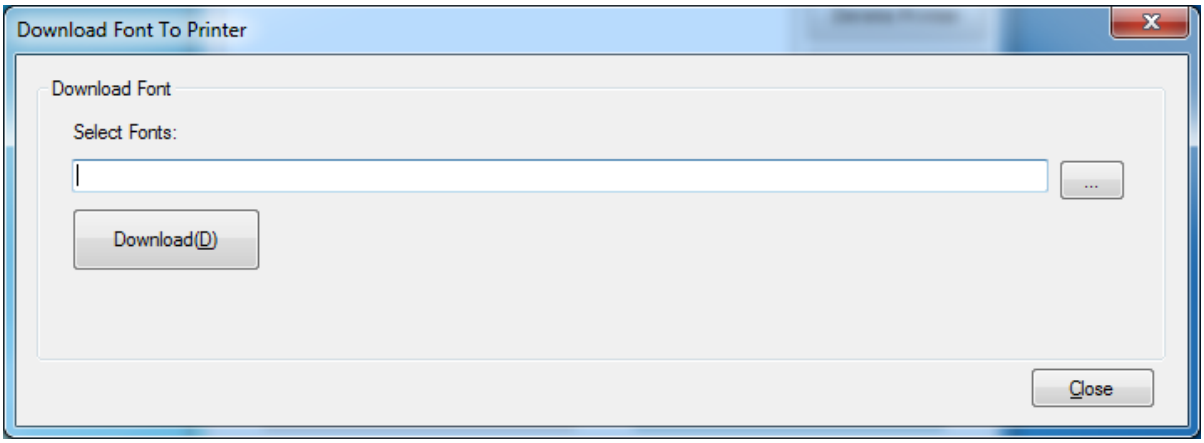
Select the code page from the list and click “Set”.



Note: This code page is only valid in multiple languages.

8.2.2.5 Download Fonts

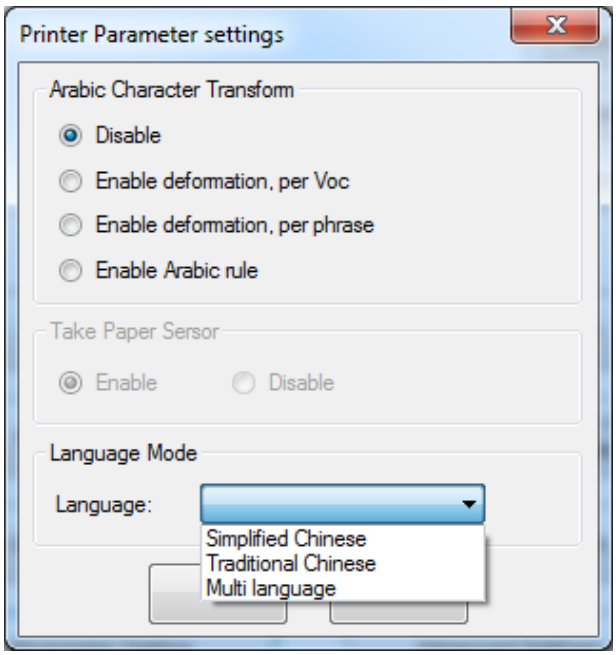
Select the font from the existing file and click "Download".



Note: After downloading the font successfully, you need to restart the printer before using it.

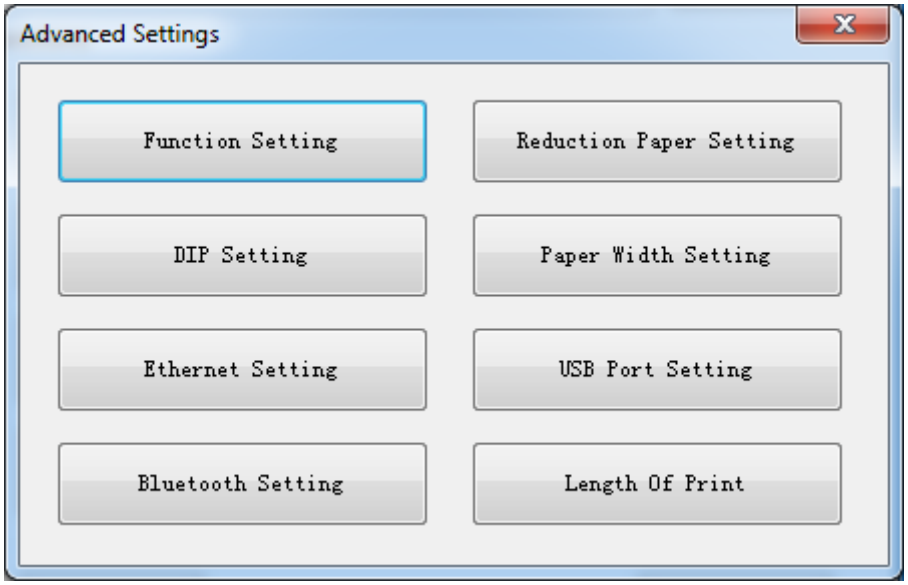
8.2.2.6 Parameter Setting

You can set Arabic Character Transform (for example: WPC1256).

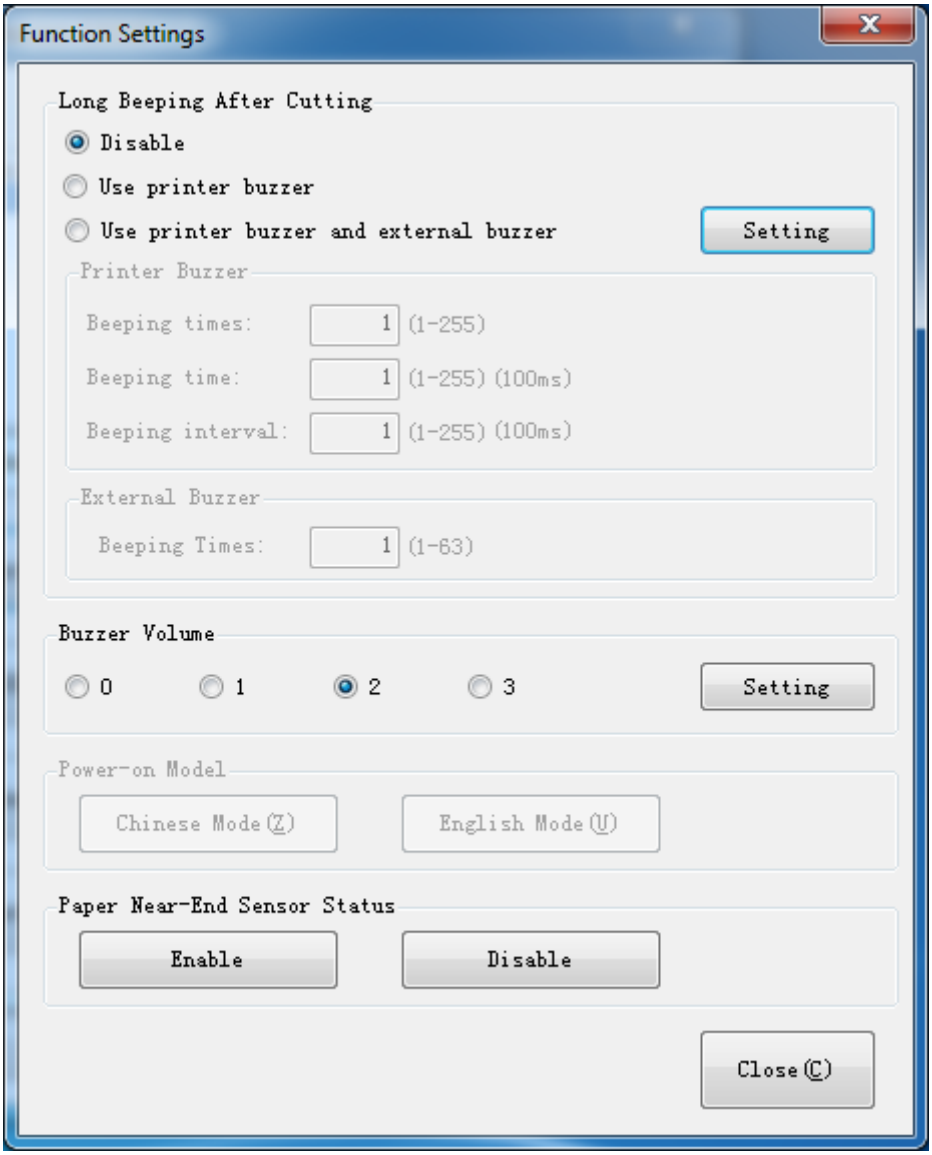


8.2.2.7 Advanced Setting

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



◆ ***Function Setting***



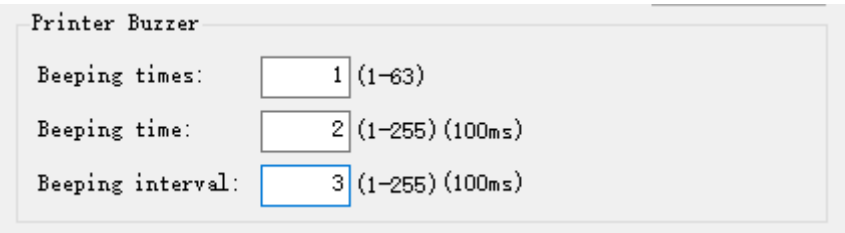
- **Long Beeping After cutting:**

① **Disable:** there is no sound after cutting

② **Use printer buzzer (The beeping time, times and interval time can be set for what you want, such as 2 milliseconds, 3 milliseconds or 4 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.



- **Buzzer Volume:**

Note:

0: very low

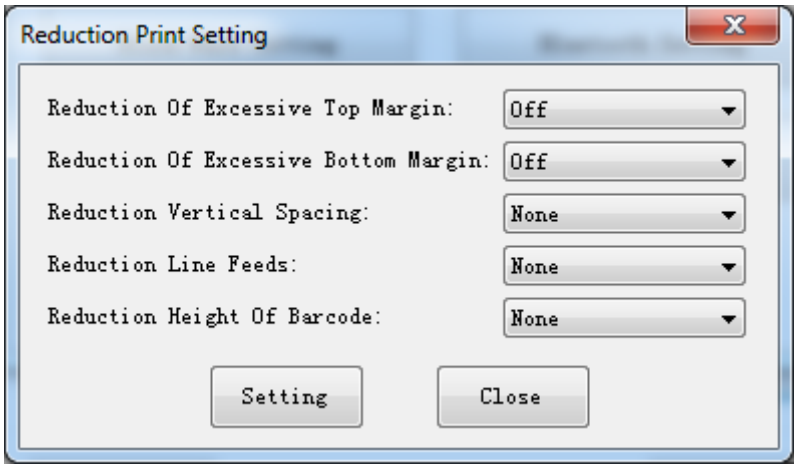
1: low

2: standard

3: loud

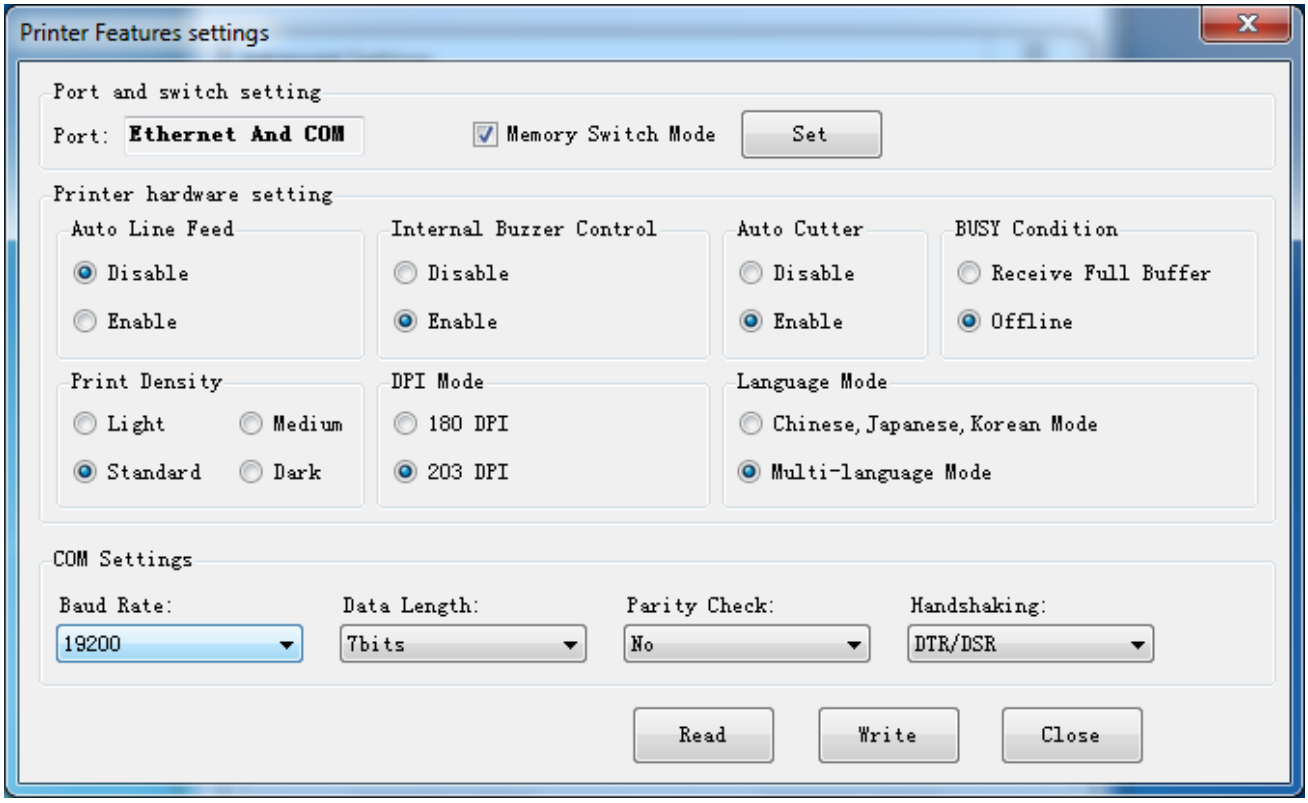
◆ ***Reduction Paper Setting***

Choose the item and click “Setting”.

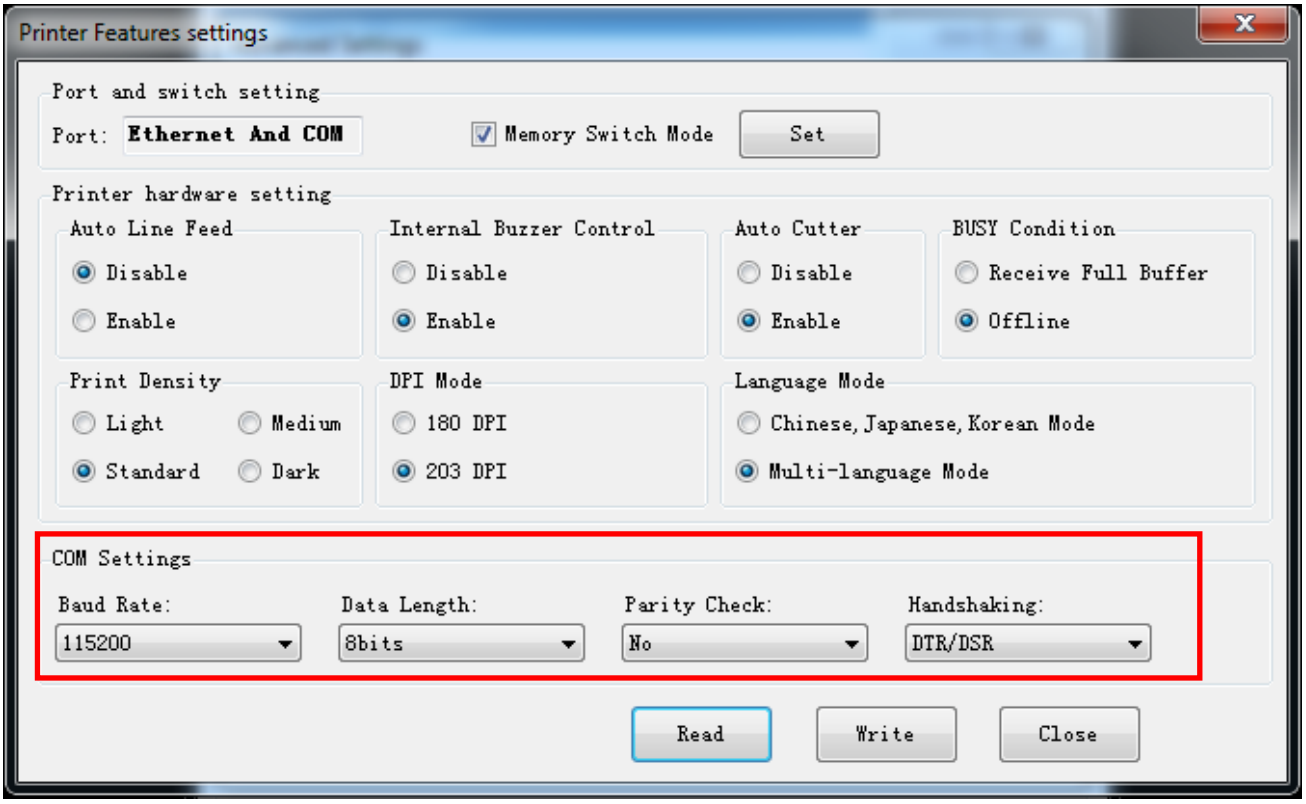


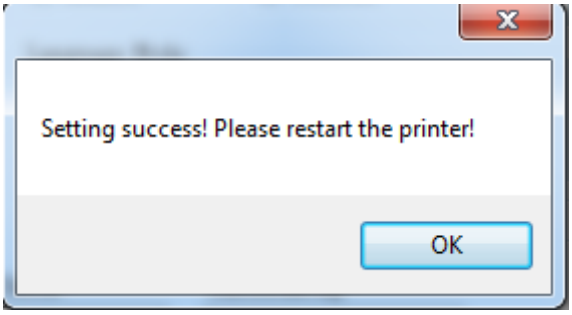
◆ ***DIP Setting***

Click "Read" to get the printer parameters, click "Write" to send the modified parameters to the printer.



After the serial port parameter is set, click "Write".





Note: When DIP setting is set in soft, the DIP switch in the bottom of printer is disable. After setting the DIP successfully, you need to restart the printer before using it.

- **Printer hardware setting**

1) Print Density: Light, Medium, Standard, Dark (default "standard" level)

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

2) DIP Mode: 180/203DPI (default "203 DPI")

The printer supports both resolutions.

3) Language Mode:

Chinese, Japanese, Korean mode (default)

Multi-language mode

- **COM Setting**

1) Baud Rate: 2400, 4800, 9600, 19200, 38400, 57600, 115200

2) Data Length: 7bits, 8bits

3) Parity Check: No, EVEN, ODD

4) ADDC: DTR/DSR, XON/XOFF

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

E.g.: Self-test page (Serial 115200, None, 8, 1, DTR/DSR)

Baud Rate: 115200

Parity Check: None

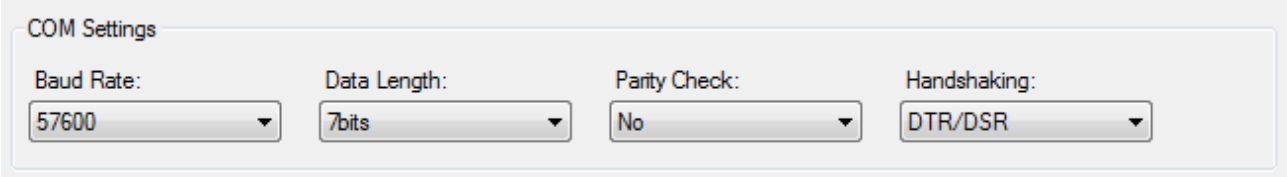
Data Length: 8bits

Stop Bits: 1

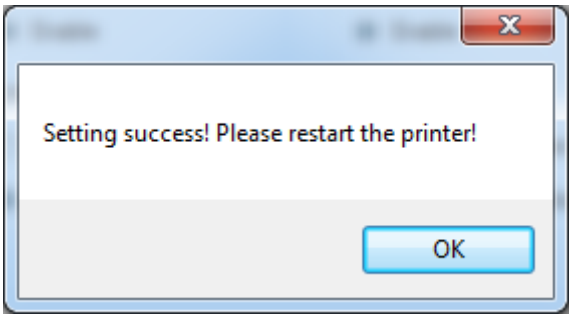
ADDC: DTR/DSR

Note: When the DIP setting is set in memory switch mode, the DIP switch at the bottom of the printer needs to be disabled.

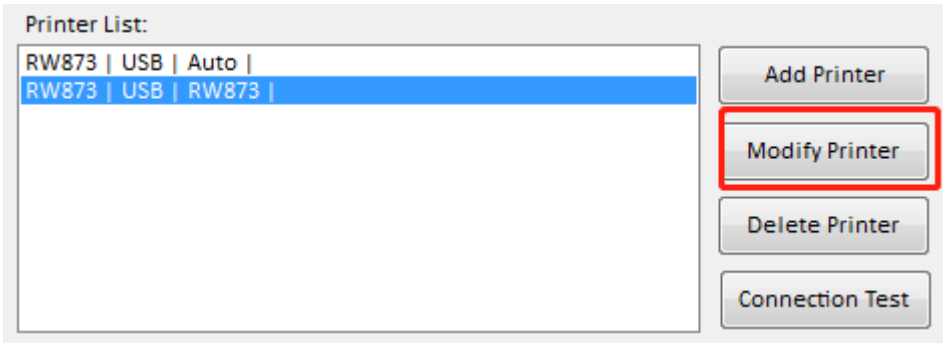
Modify the COM setting



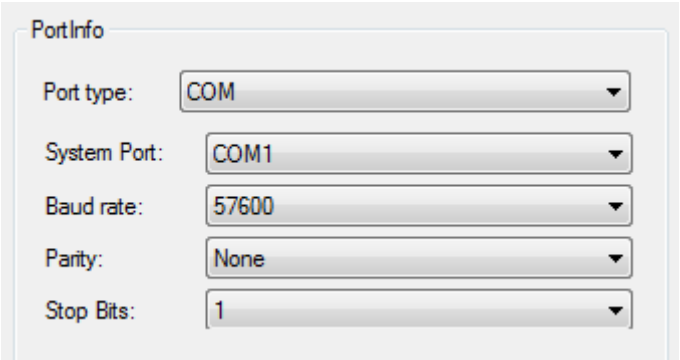
① After setting the parameters as required, click "Write" and restart the printer.



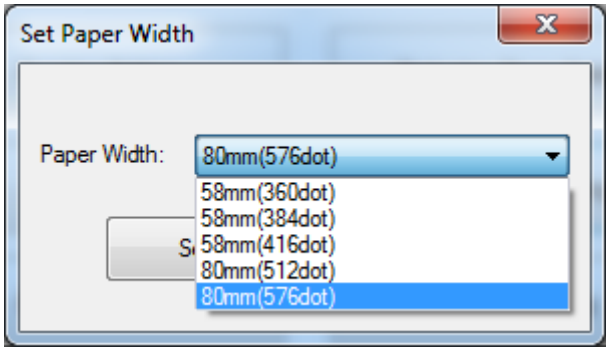
② After restarting the printer, open the main menu screen of the tool and click "Modify Printer".



③ Select the port category "COM" and set the baud rate to the value "57600" as shown above, and parity "None". This port allows you to print after setup is complete.



◆ ***Paper Width Setting***



① 58mm （360dot）

② 58mm （384dot）

③ 58mm （416dot）

④ 80mm （512dot）

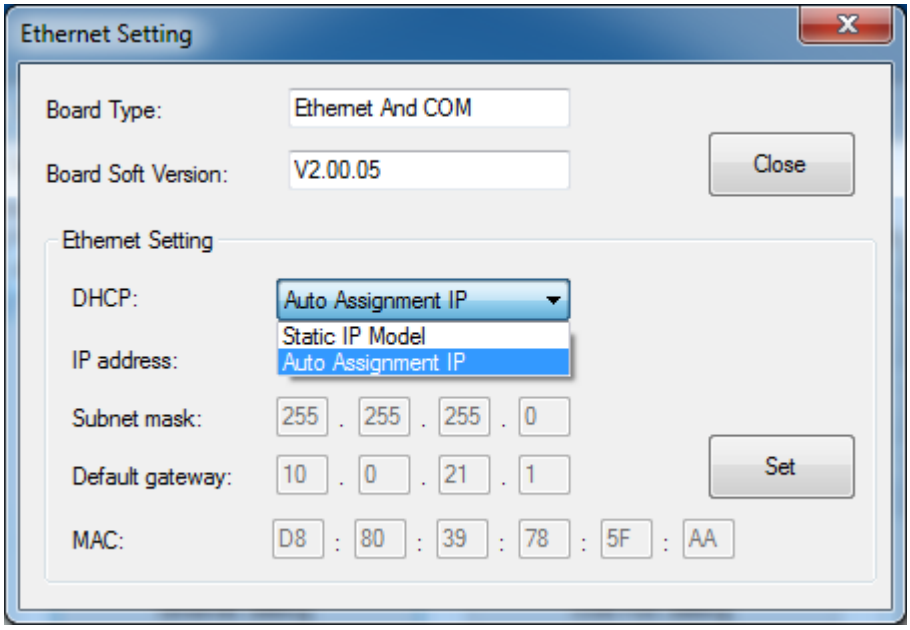
⑤ 80mm （576dot）

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

◆ ***Ethernet Setting***

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:

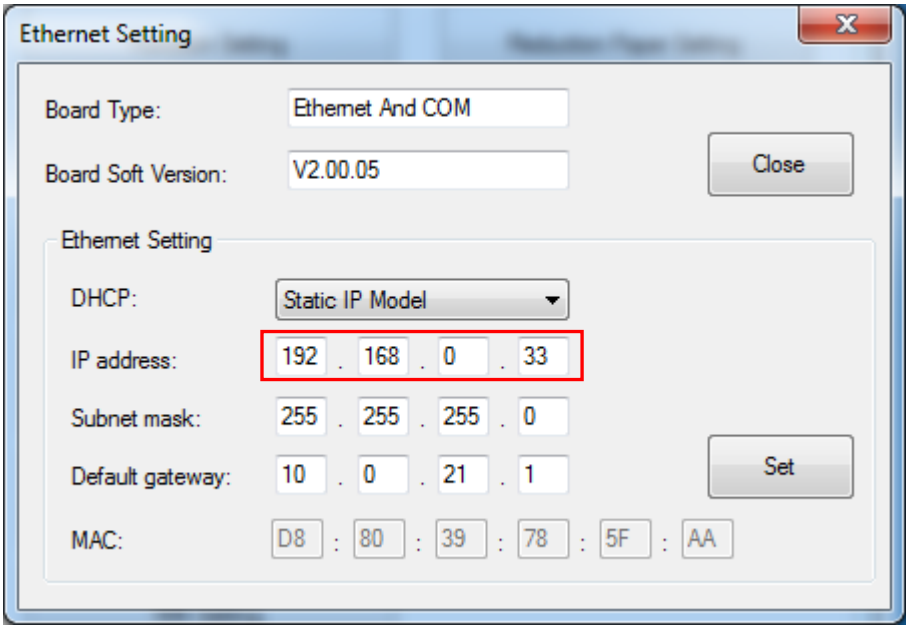


Figure ▪ Printer IP Address

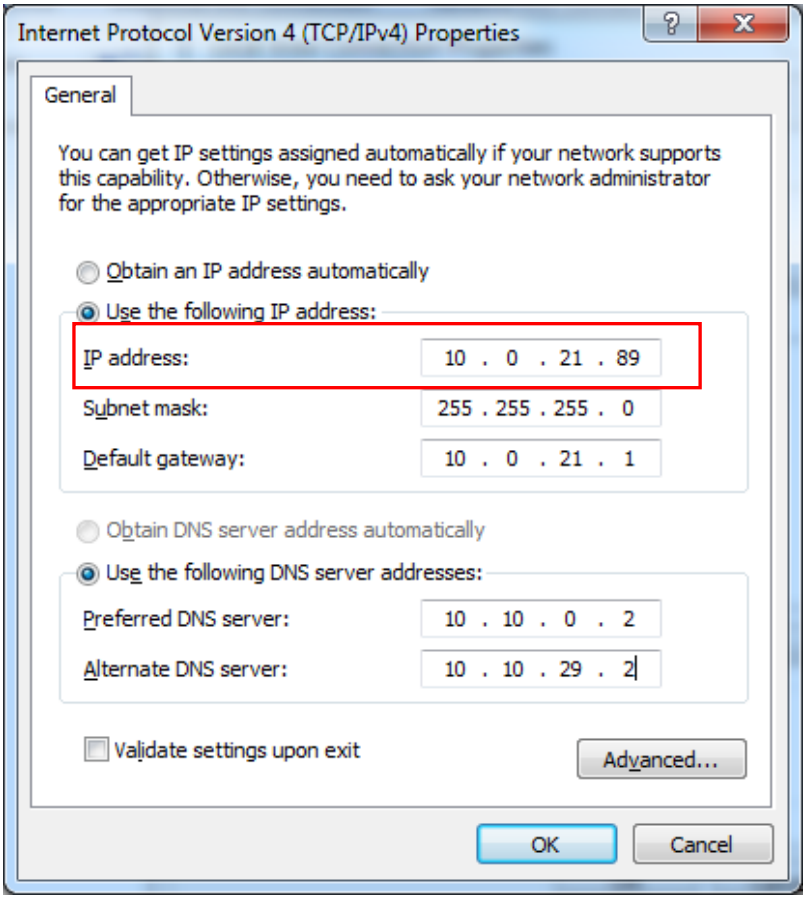


Figure ▪ Host IP Address

2) Set the same network segment.

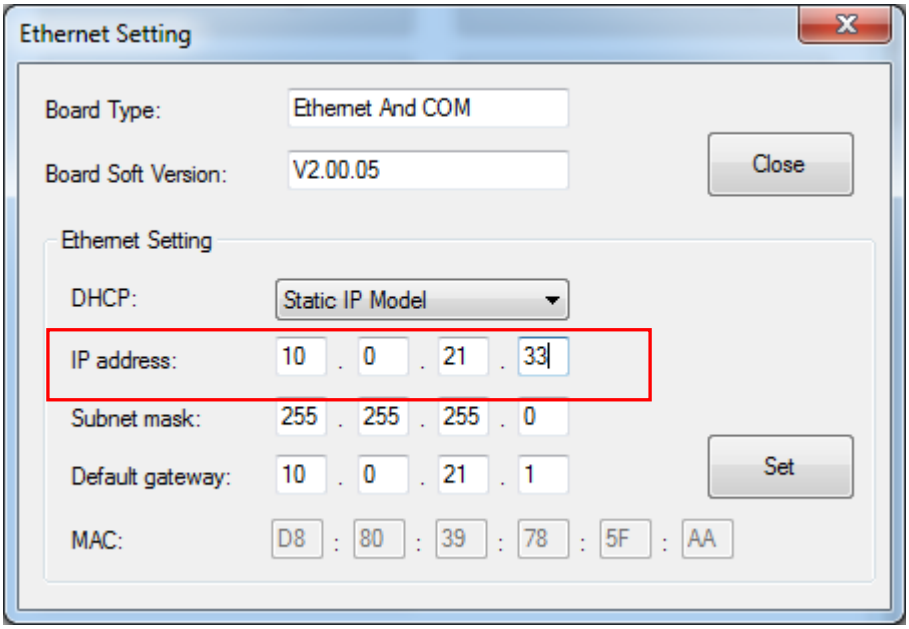
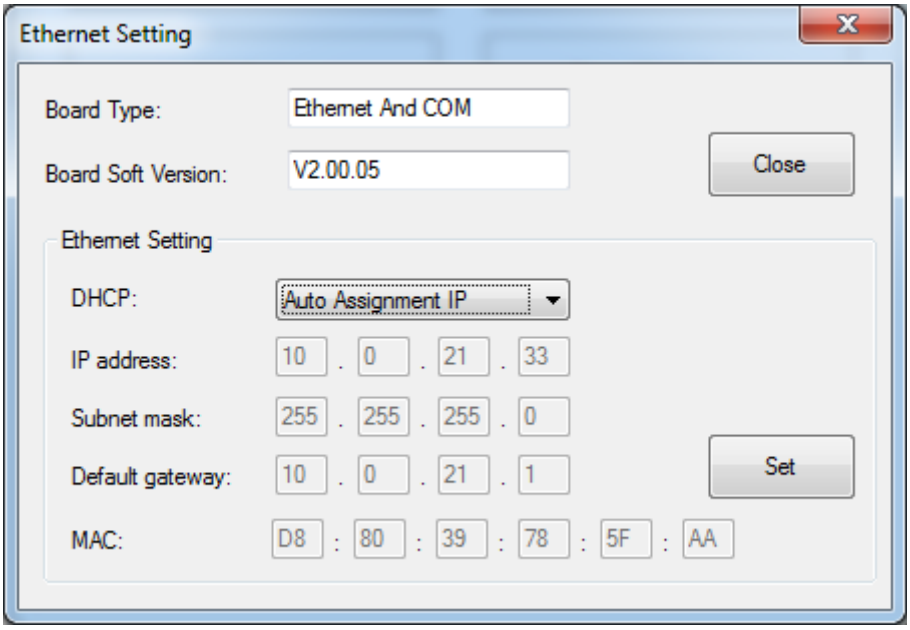


Figure ▪ Printer IP Address

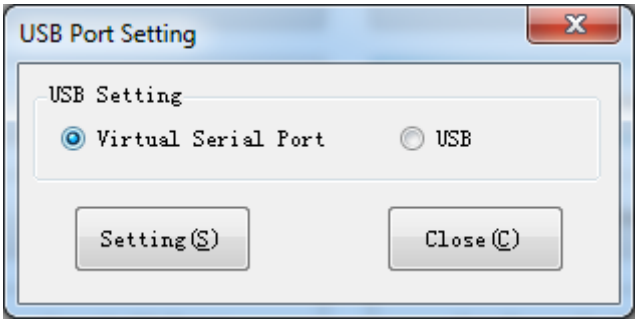
- Auto Assignment IP

  This mode automatically assigns the IP address to the printer.

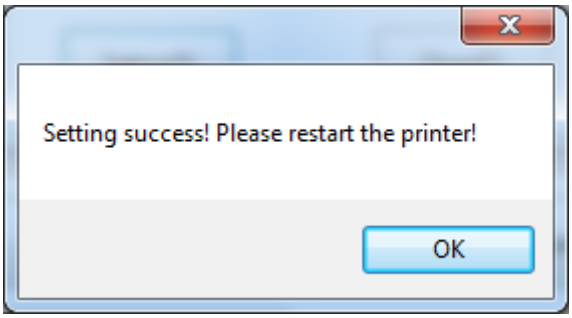


When the settings are complete, click "Write", then restart the printer.

◆ ***USB Port Setting***



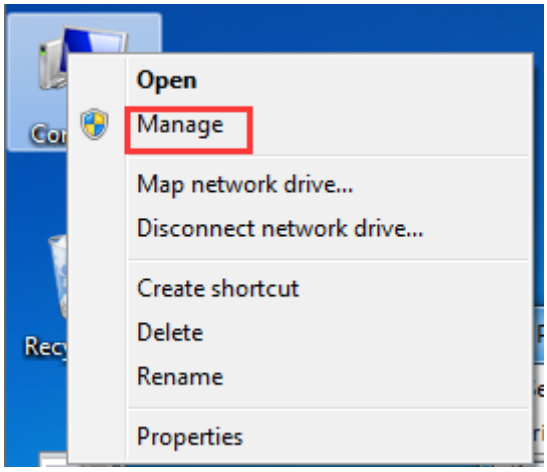
Click "Virtual serial port" setting and restart the printer.

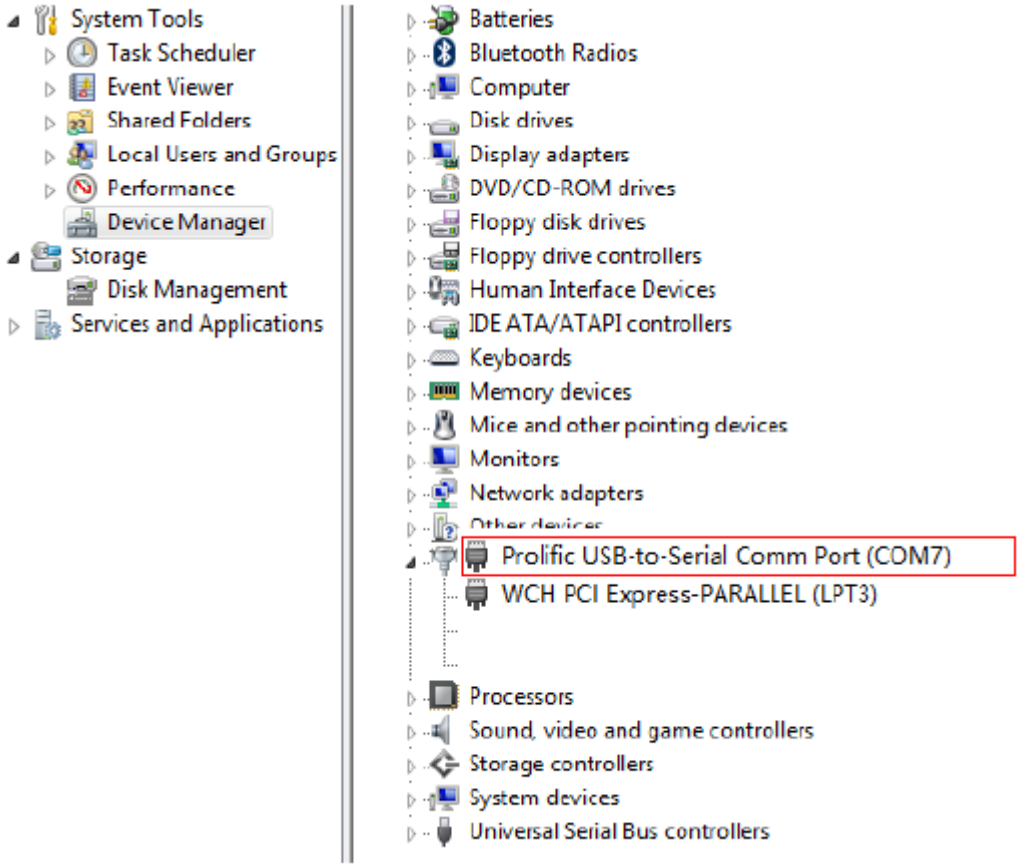


- **Check the Virtual Serial Port**

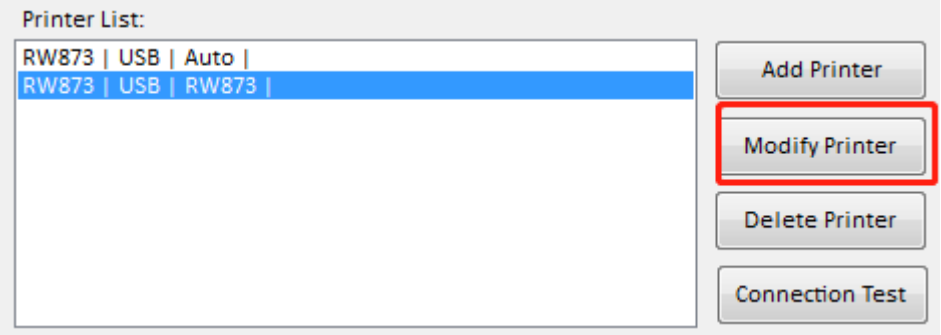
1) Right-click the computer and select “Manage”.

2) Click "Device Manager" to view the virtual port. (such as: COM7).

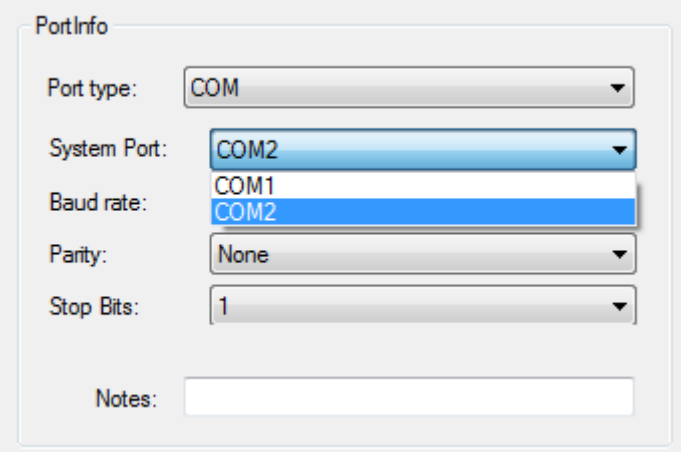


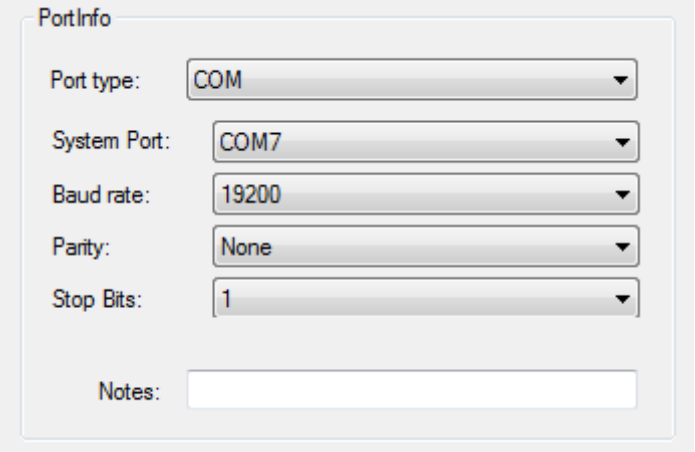


3) Return to the printer utility and click "Modify Printer".

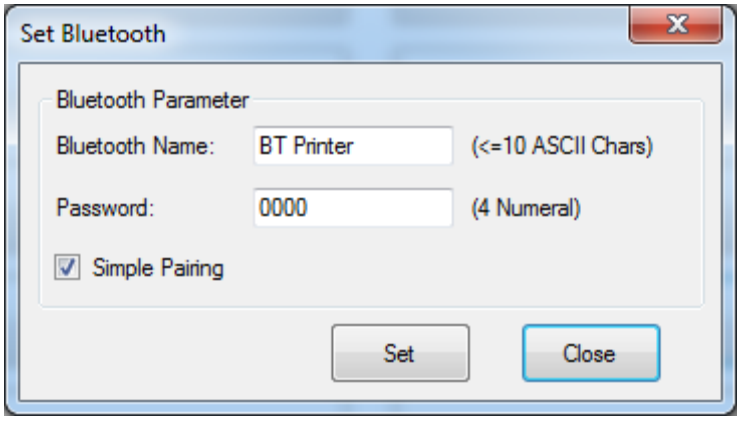


4) Change the port to "COM7".



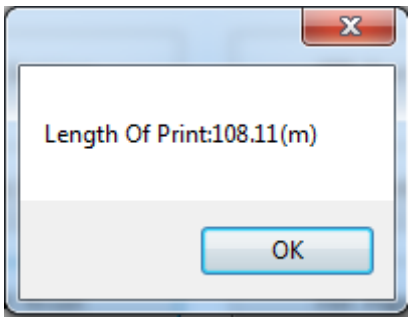


◆ ***Bluetooth Setting***



When the "simple pairing" is checked, the printer does not need to enter the Bluetooth password to connect, when the "simple pairing" is not checked, the printer needs to enter a Bluetooth password to connect.

◆ ***Length of Print***



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

9 WINDOWS DRIVER

9.1 Manual Information

This Windows Driver Installation Manual 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 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)
- Microsoft Windows Server 2008 R2

9.3 Windows Driver Preparation

The Windows Driver is included in the enclosed CD.

The installation file name is element Printer Driver-V-2.5.3.5.exe

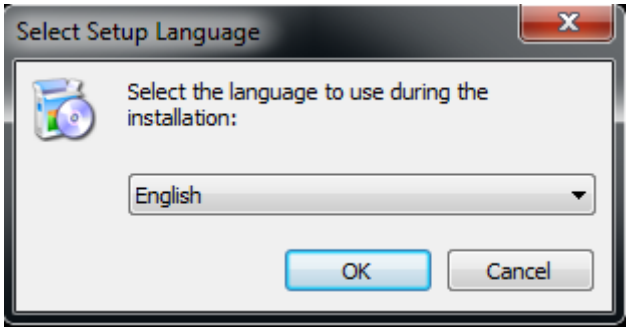
9.4 Windows Driver Installation

Warning:

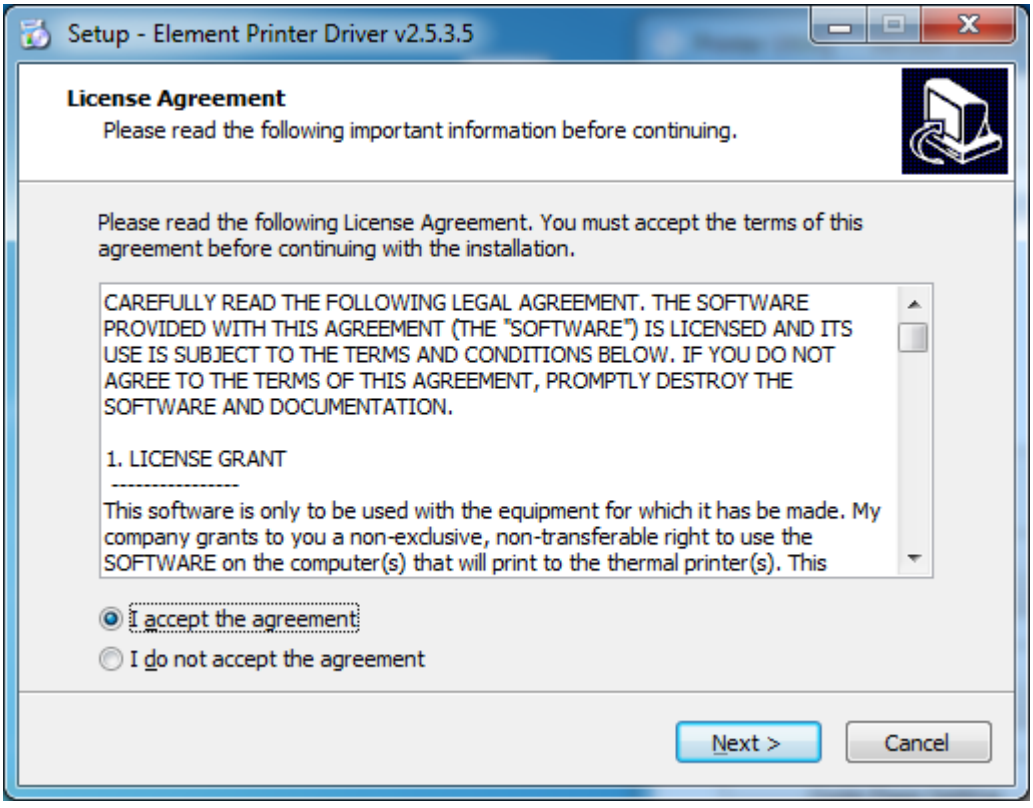
Under different operating system and different type of driver, the screen has slight difference. Please operate it according to the tips. Take RW873(Windows 7) as example.

1) Double click Windows Driver.

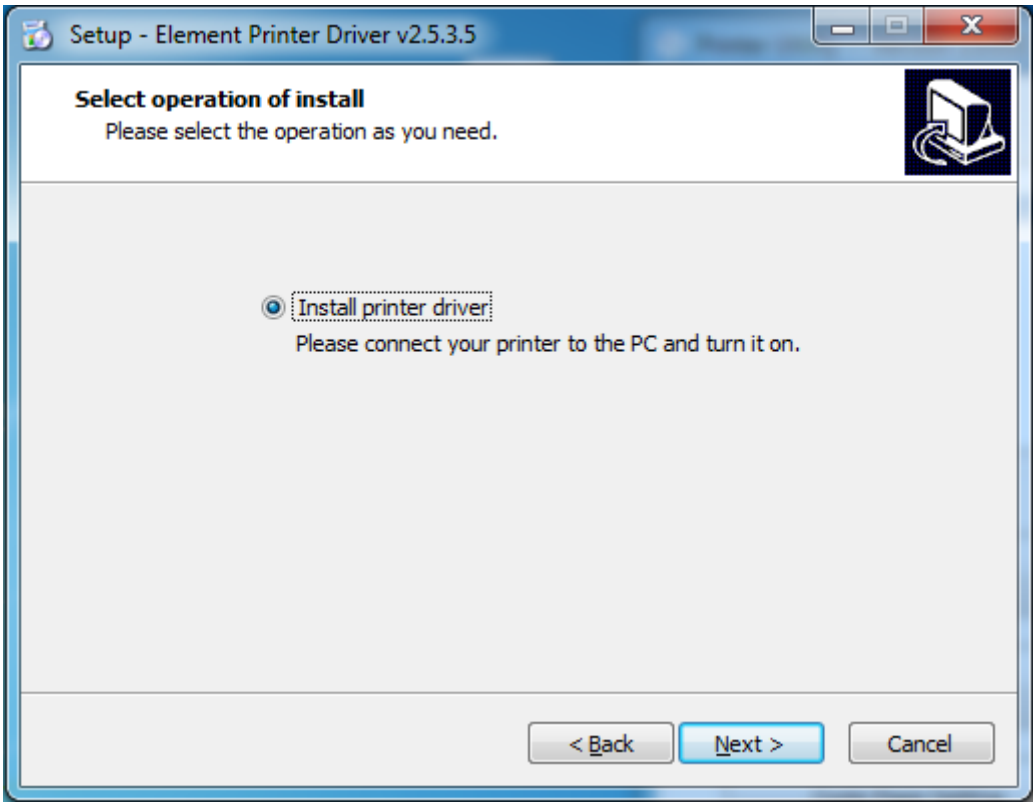
2) Choose “English” and click “OK”.



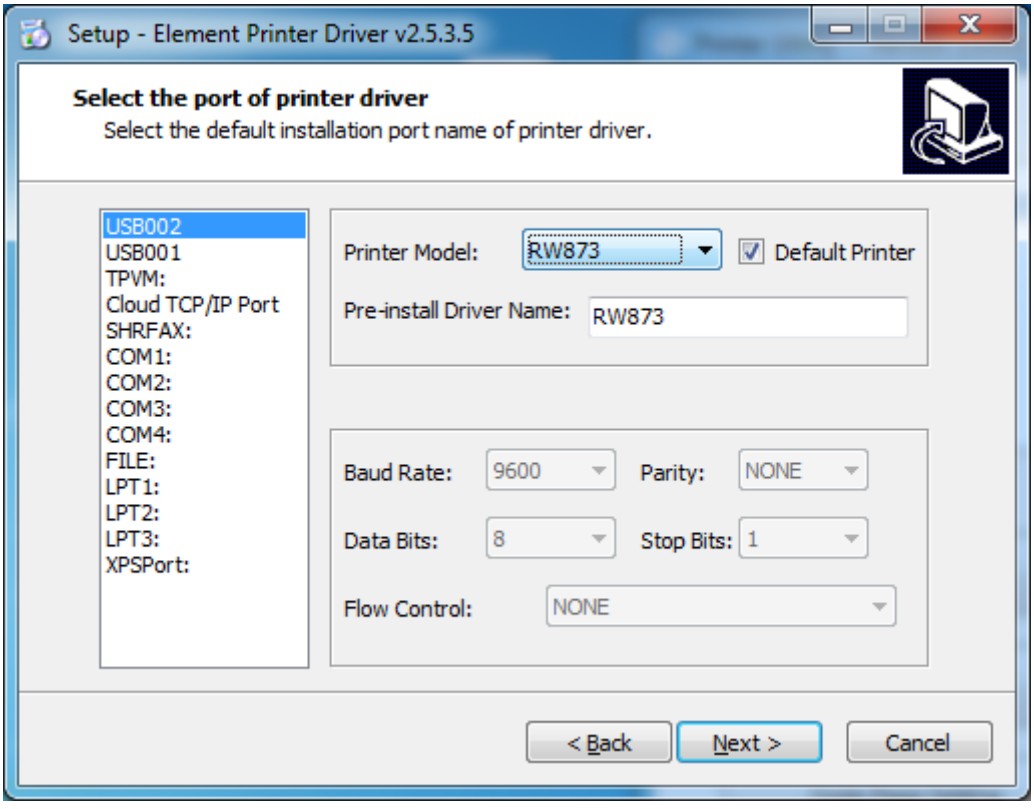
3) Choose “I accept the agreement”, then click “Next”.



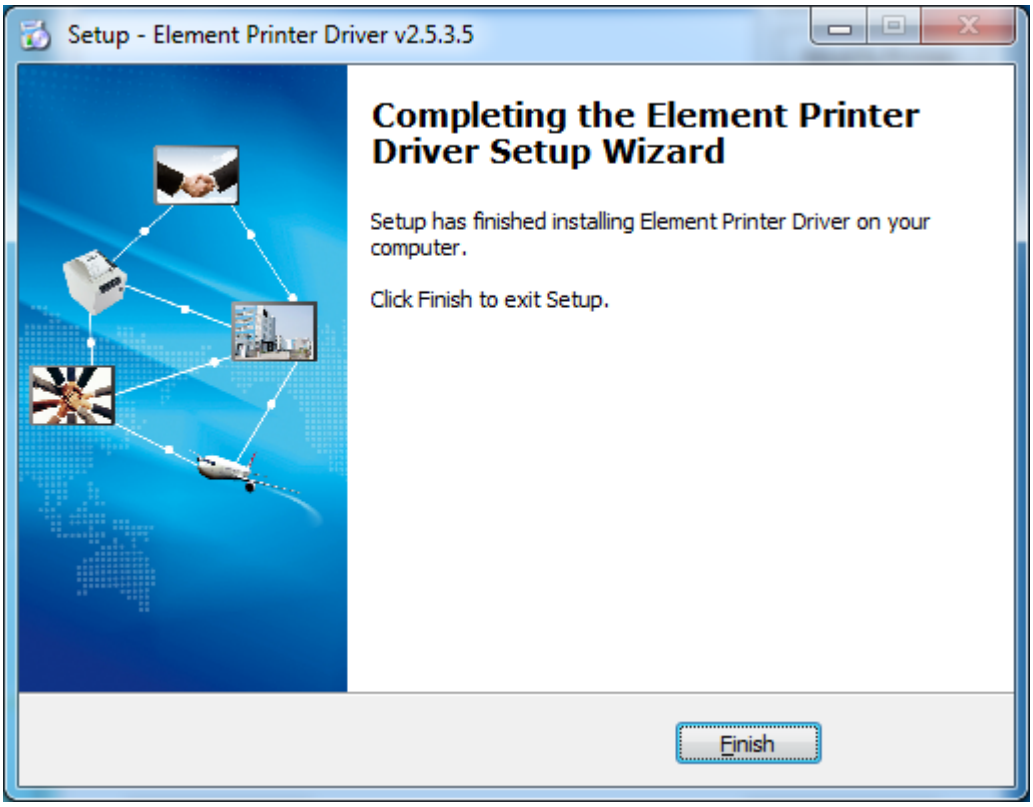
4) Click “Next”.



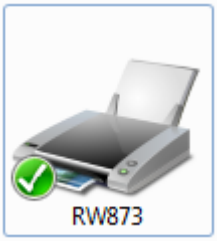
5) Choose the matched type and port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port). Choose the type of driver, port, such as “RW873”, “USB” as port. Click “Next”.



6) Click “Finish”, the driver is installed successfully.



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

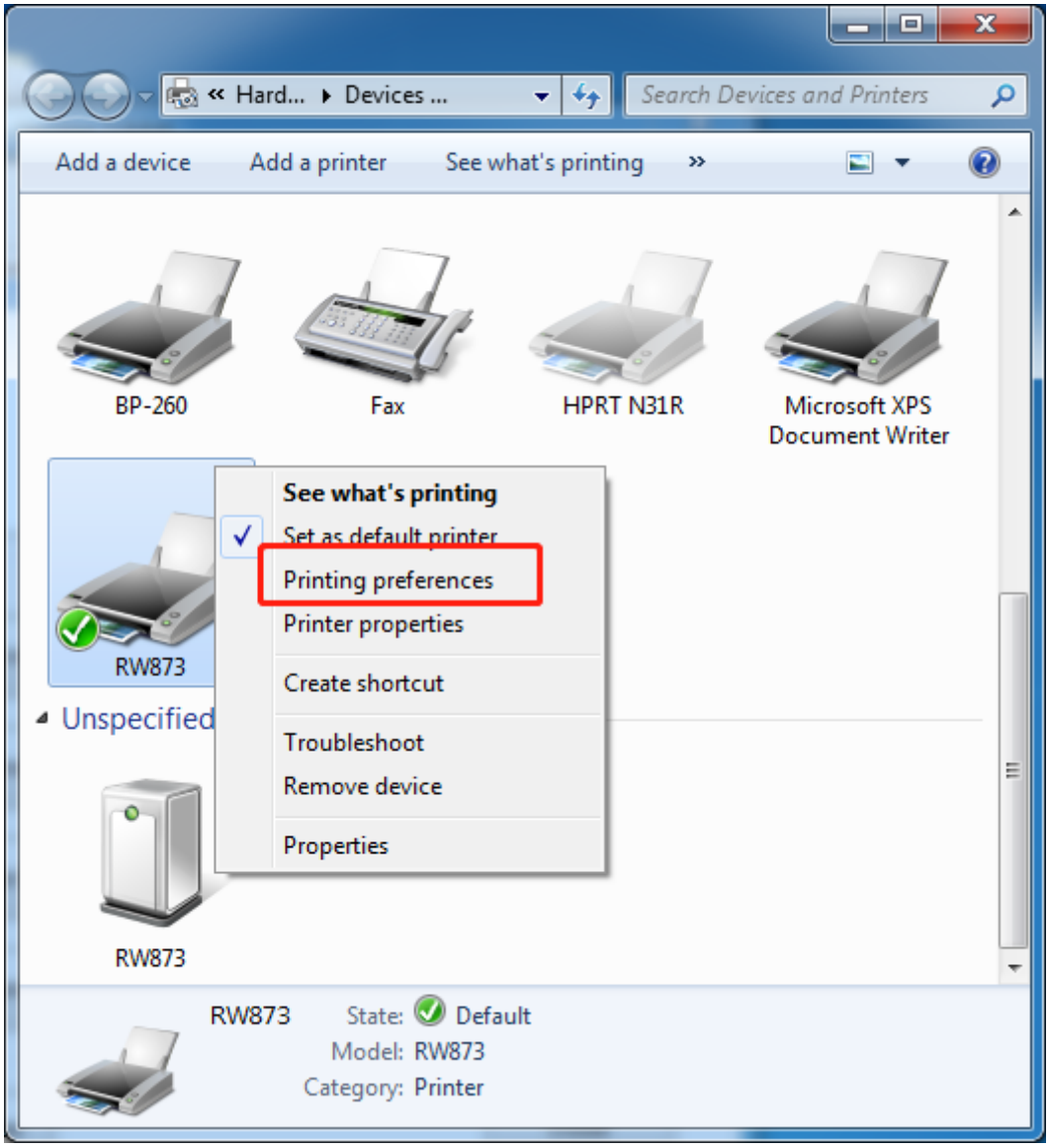


Note: If you already installed the driver (No matter what kind of port), when you connect the printer with computer, it will create a USB port automatically.

9.5 Detailed Windows Driver Setting

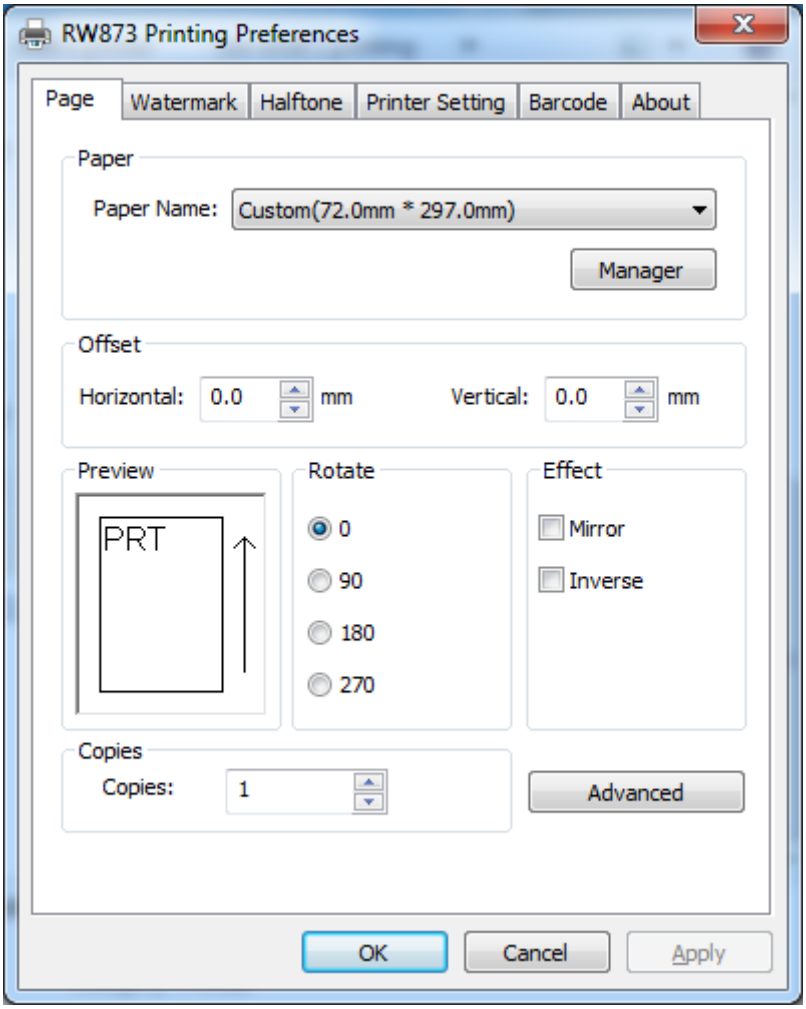
9.5.1 Printing Preferences

1) Click “Start” → “Devices and Printers”. Right click “RW873” and choose “Printing preferences”.

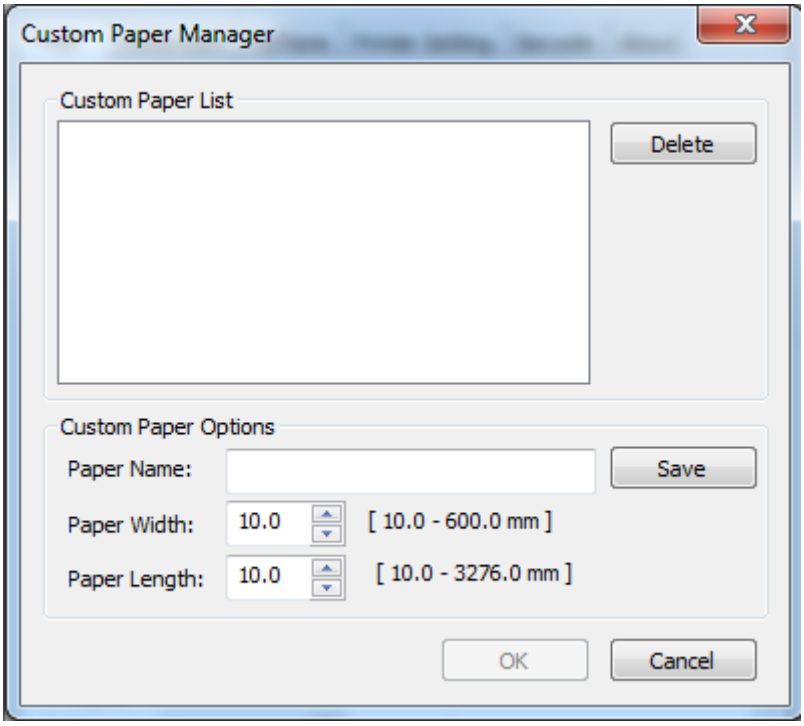


2) According to the different needs, choose

“Paper”\“Offset”\“Rotate”\“Effect”\“Copies” in “Page”.

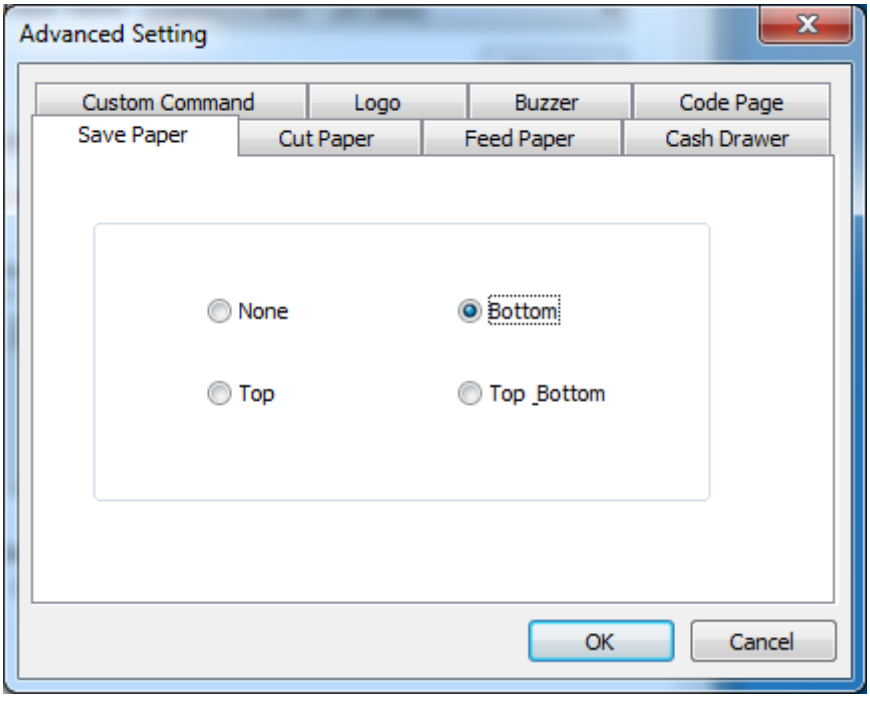


• Click “Manager”, add or delete paper.

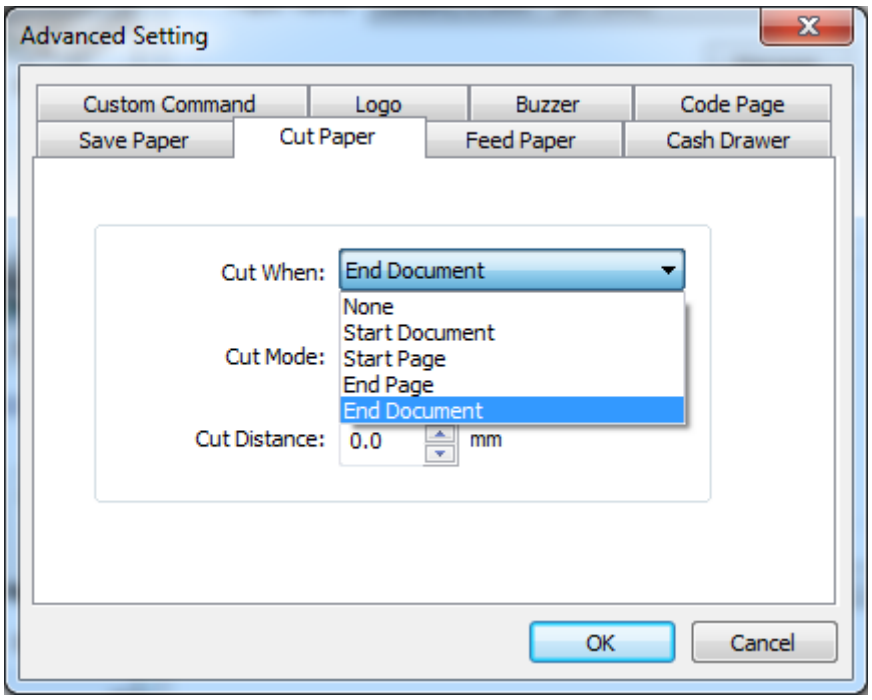


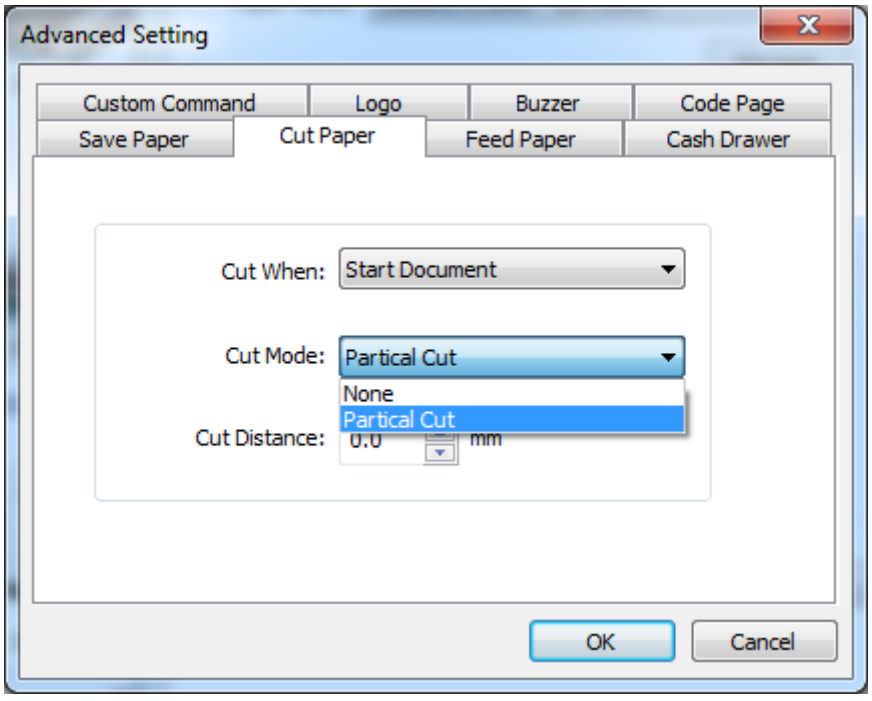
•Click “Advanced Setting” to set “Save Paper/Cut Paper/Feed Paper/Cash Drawer/Custom Command/Logo/Buzzer/Compression/Code Page”.

▪ Save Paper

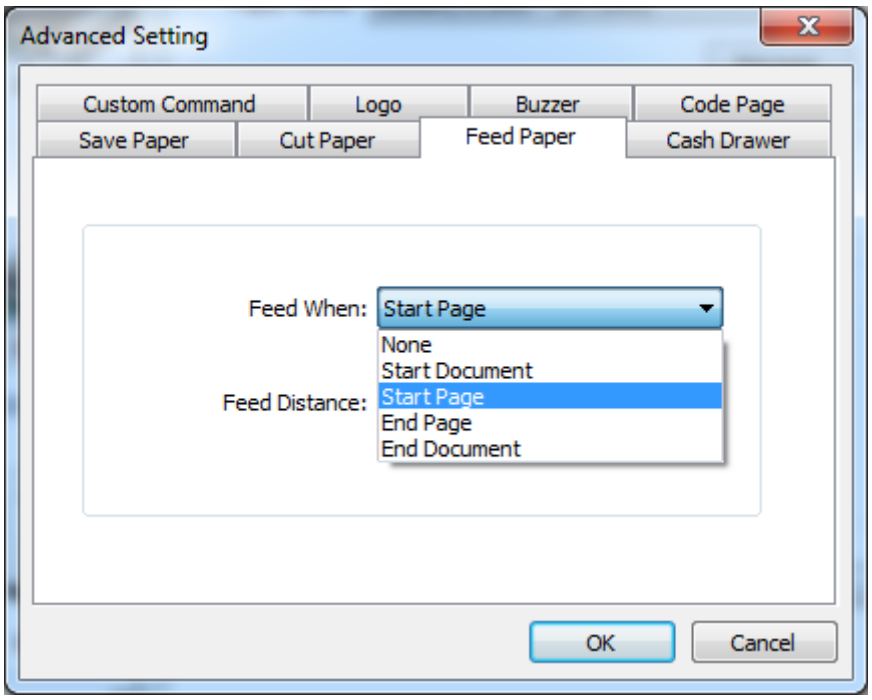


- Cut Paper

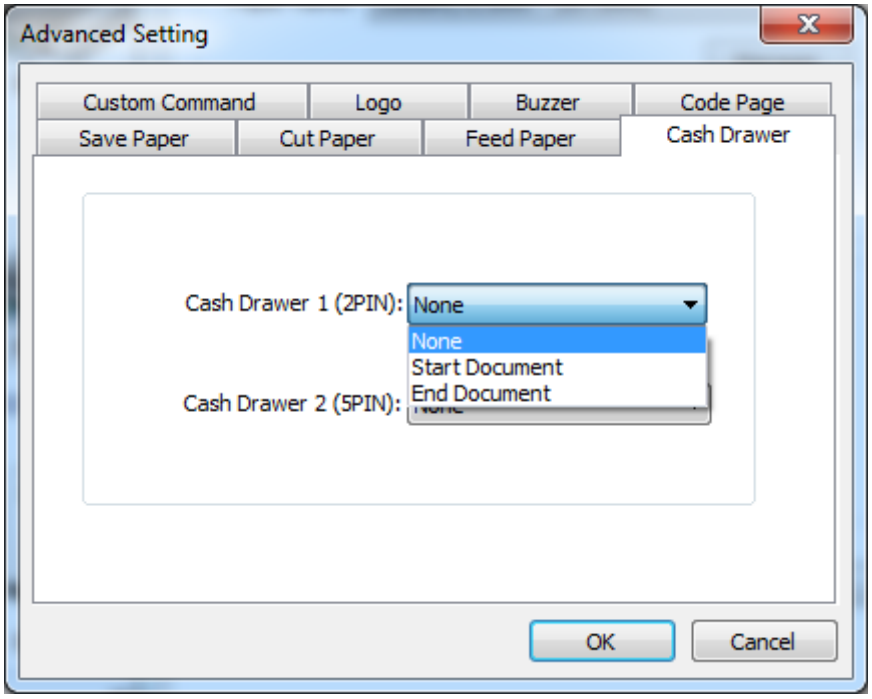

Advanced Setting
Custom Command
Logo
Buzzer
Code Page
Save Paper
Cut Paper
Feed Paper
Cash Drawer
Cut When:
End Document
None
Start Document
Start Page
End Page
End Document
Cut Mode:
Cut Distance:
0.0
mm
OK
Cancel


Advanced Setting
Custom Command
Logo
Buzzer
Code Page
Save Paper
Cut Paper
Feed Paper
Cash Drawer
Cut When:
Start Document
Cut Mode:
Partical Cut
None
Partical Cut
Cut Distance:
0.0
mm
OK
Cancel

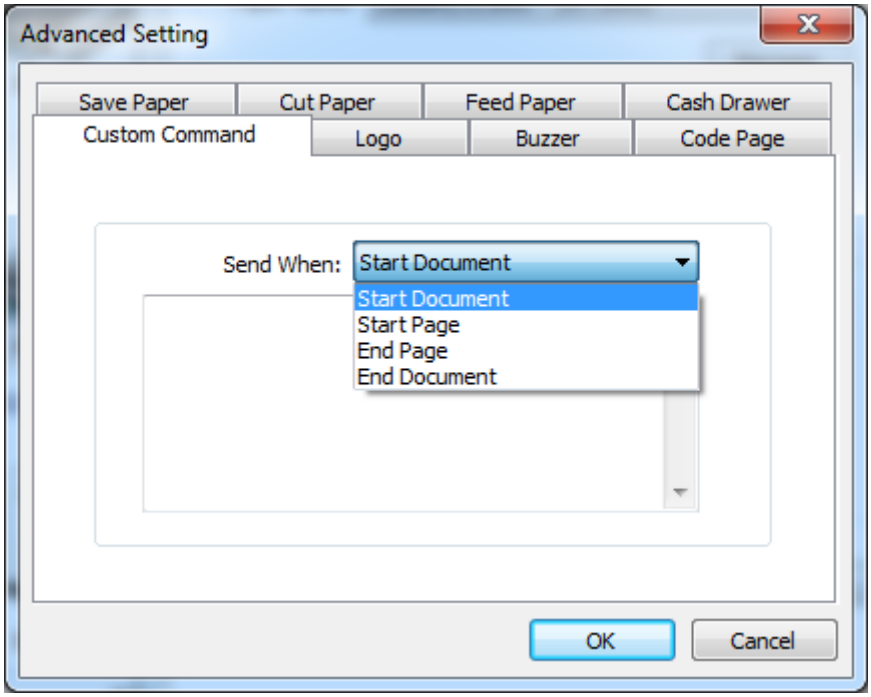
- Feed Paper



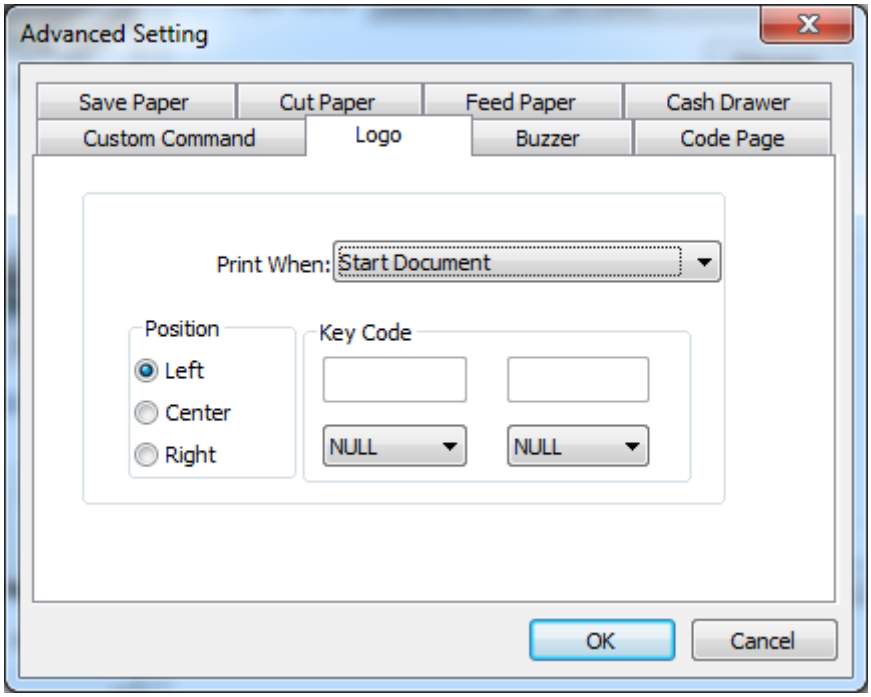
- Cash Drawer



- Custom Command

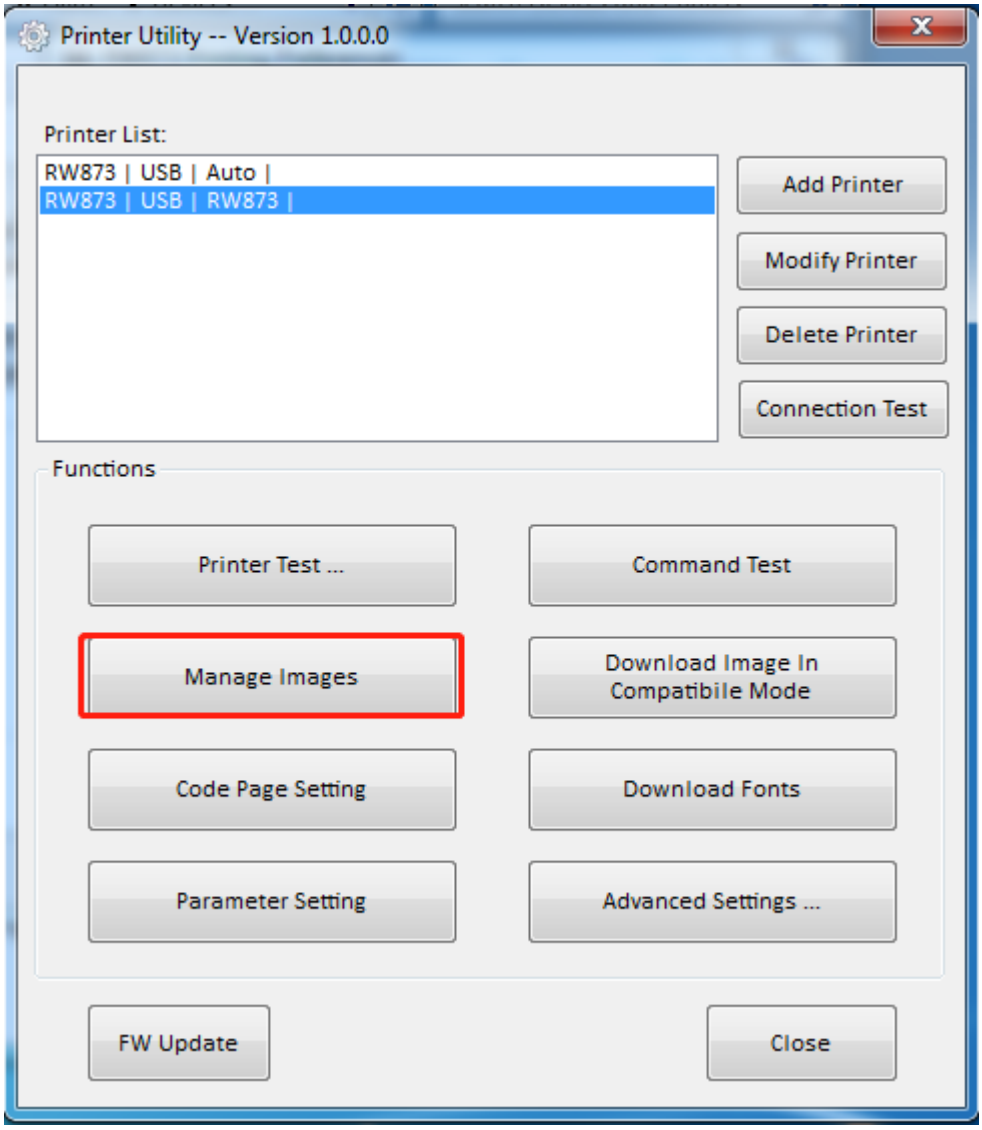


- Logo

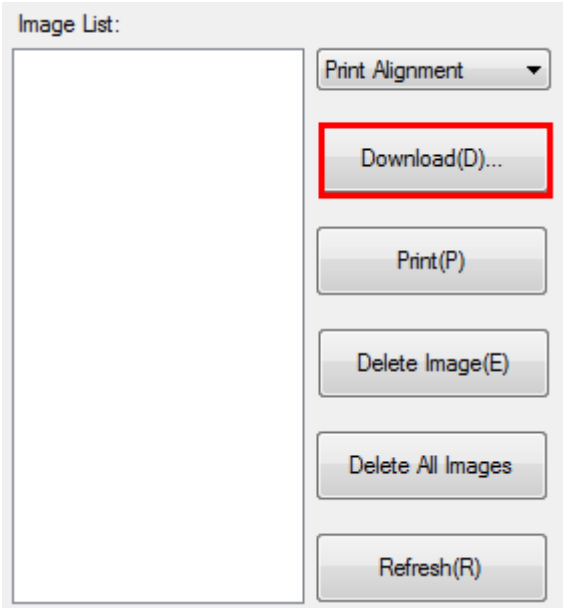


Note: this setting needs to be set in utility, here are the steps.

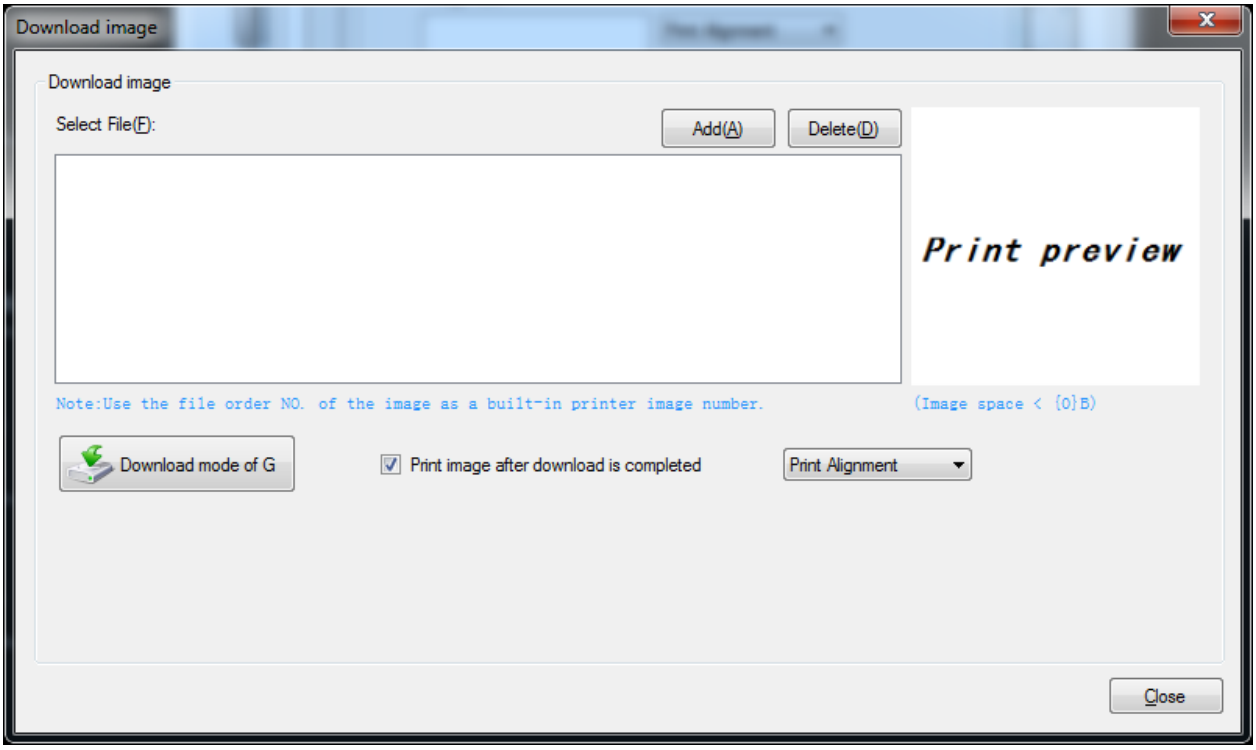
① Open the utility and click "Manage Images".

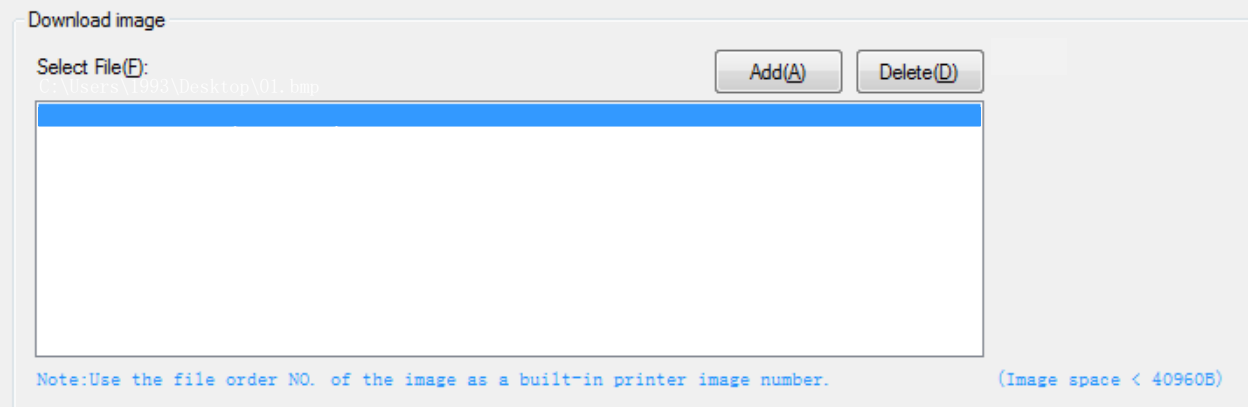


② Click “Download”.

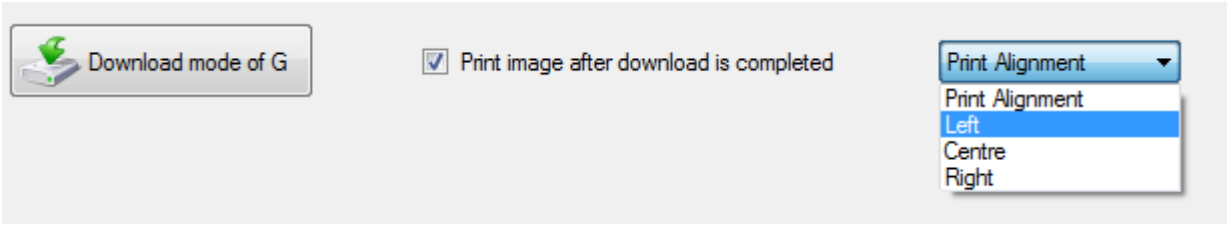


③ Click "Add" to add a logo. (BMP format is recommended)



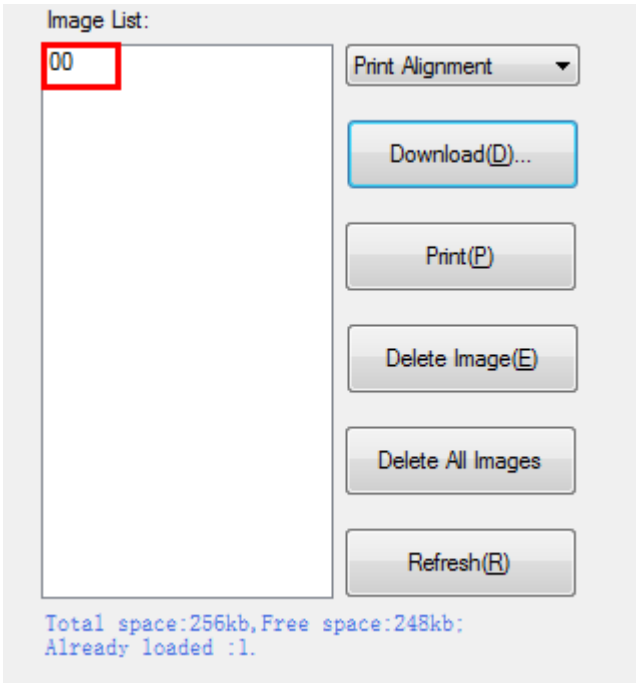


④ Select the print location, and then click "Download mode of G". (Such as: left print)

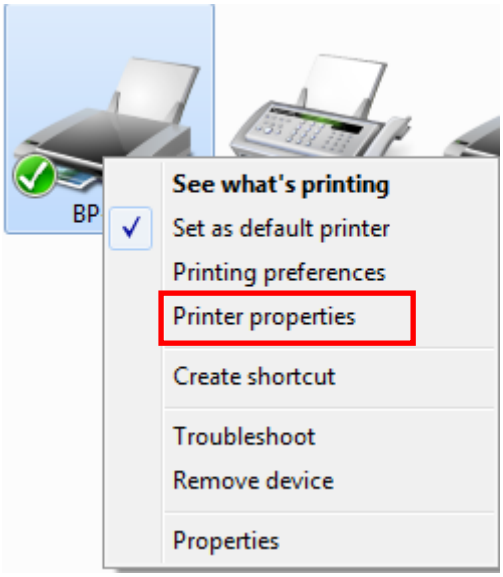


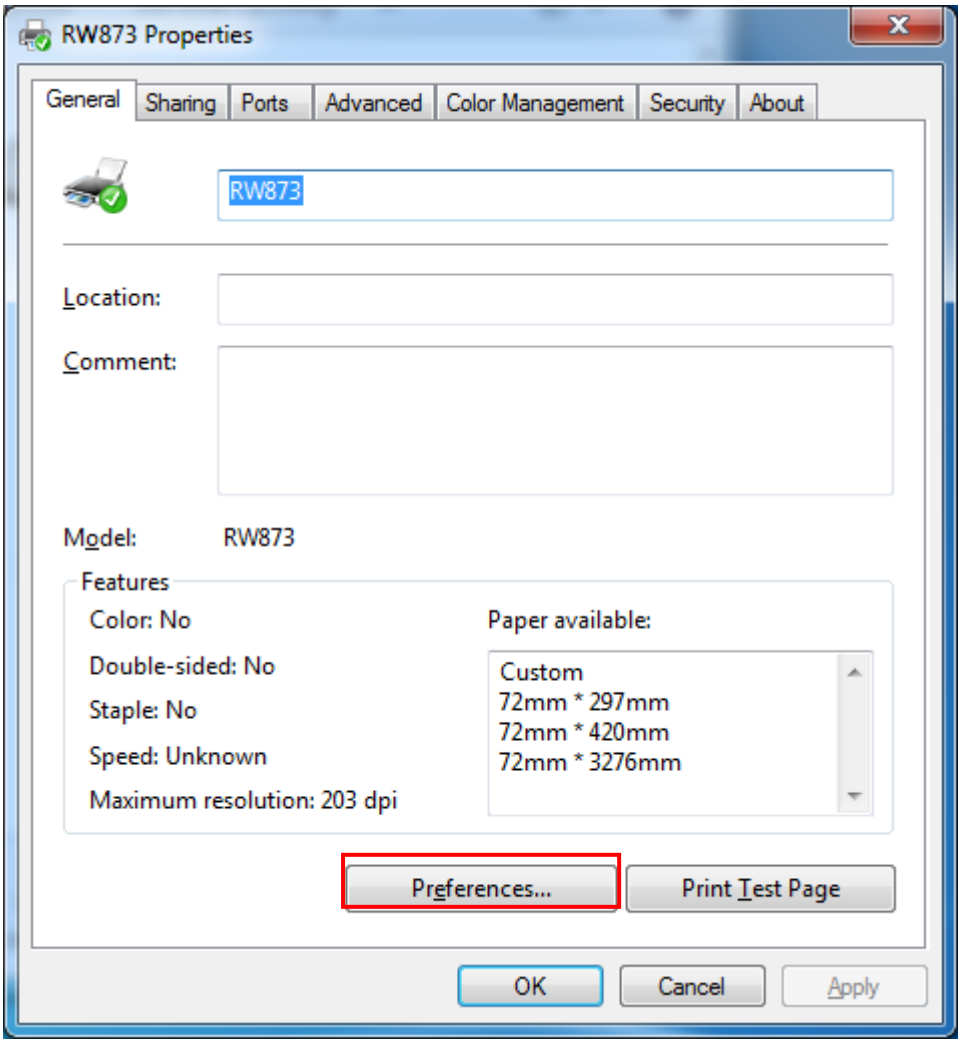
⑤ Return to image list to view the image number.

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

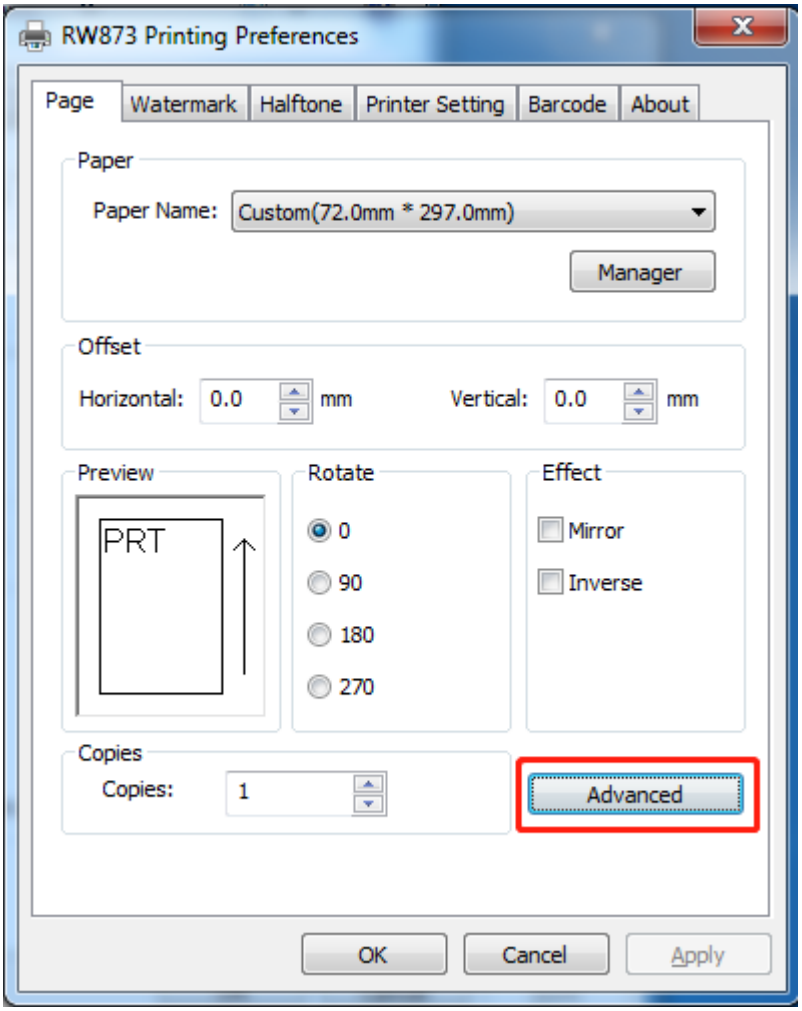


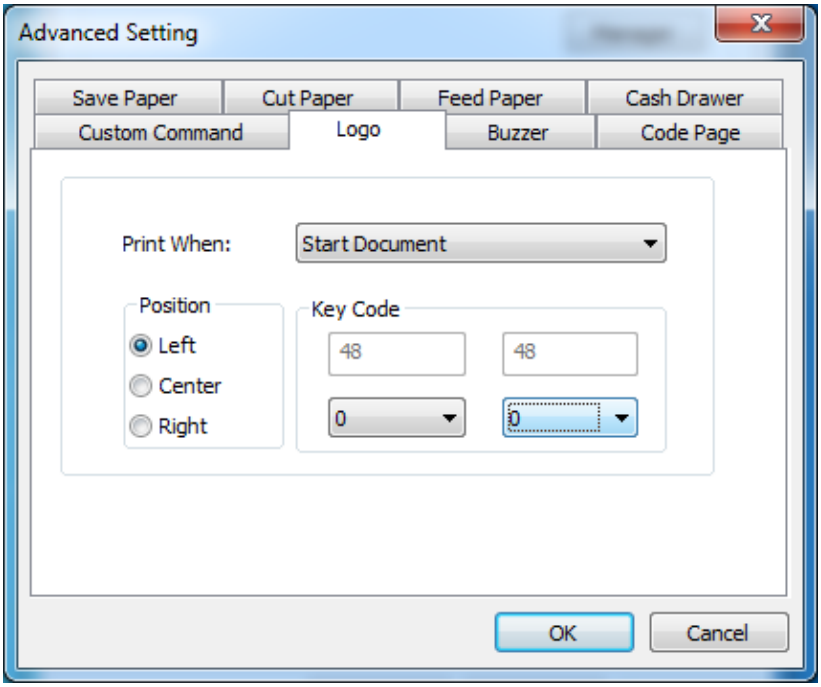
⑥ Select “Printer properties” in Devices and Printers, then click “Preference”.



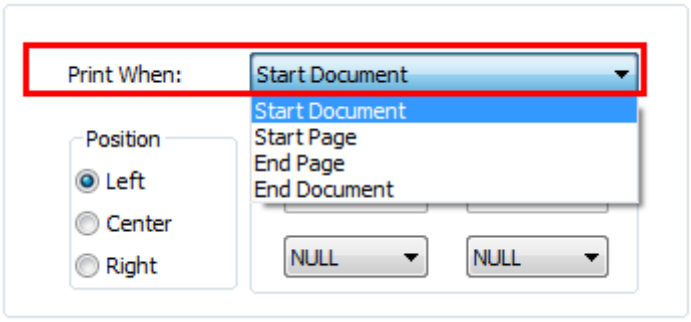


⑦ Click the “Advanced”, then click “Logo”.

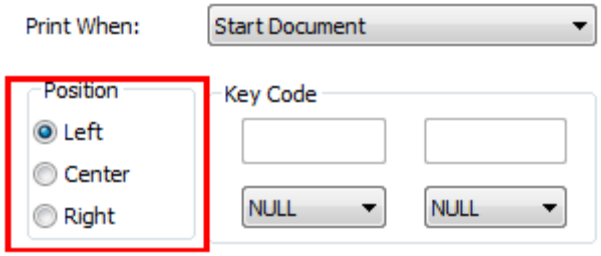




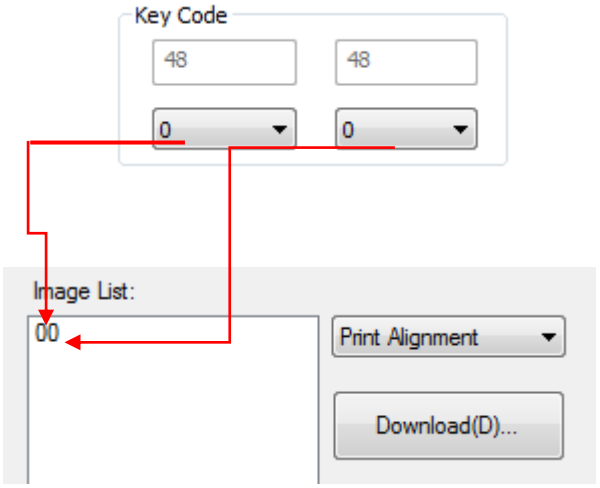
⑧ Set the printing time to print and click "OK". (Such as: Start Document)



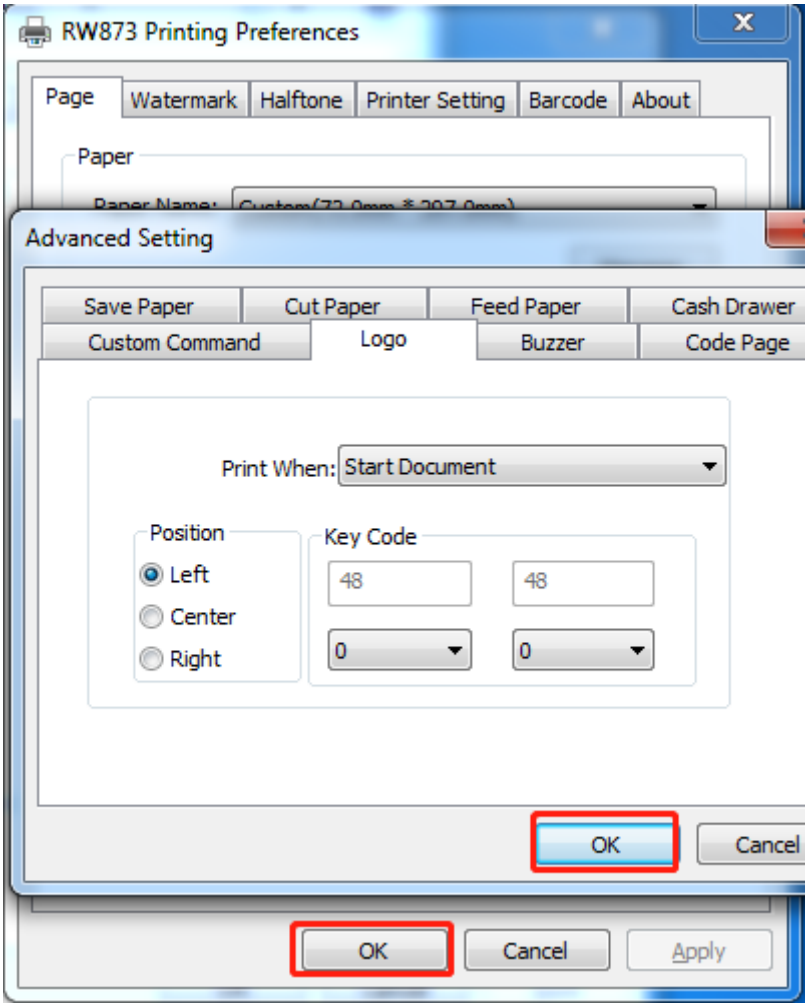
⑨ Return to the logo setting in driver, also select "Print left".



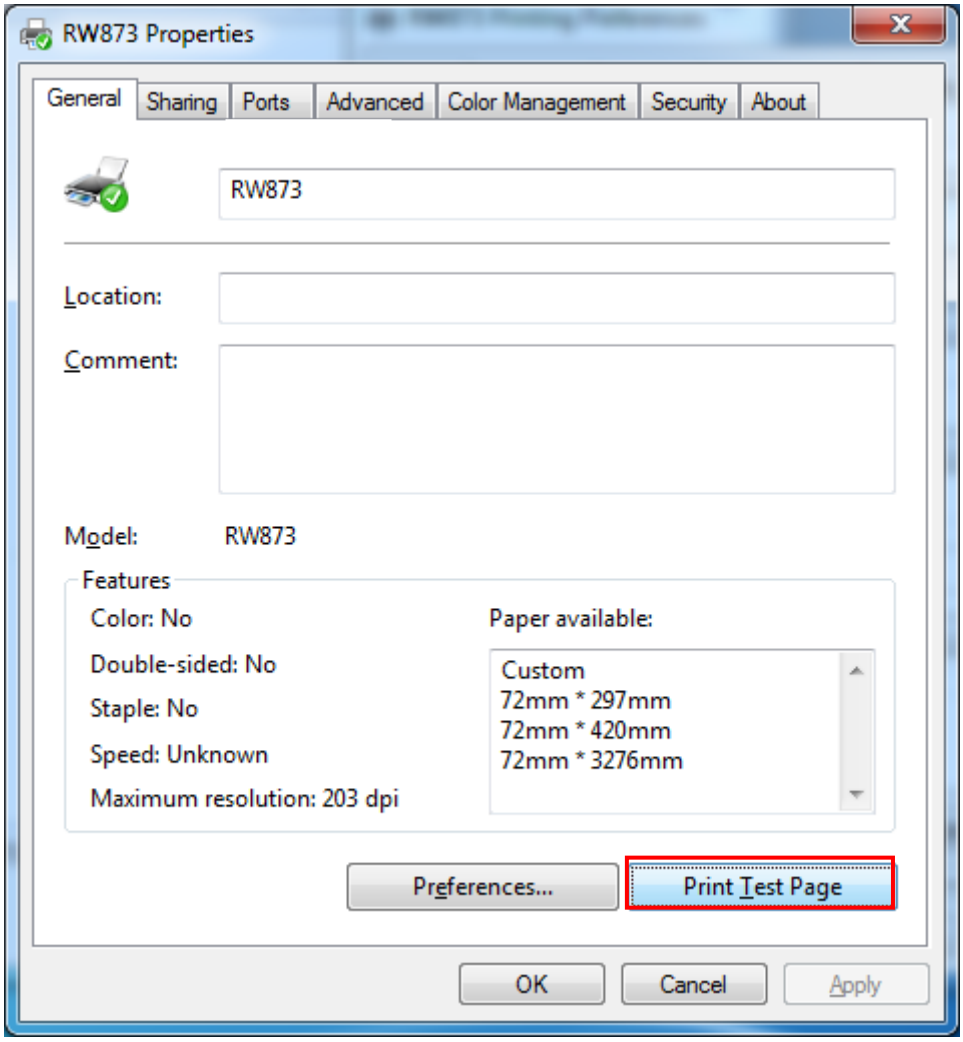
⑩ Set the key Code according to the image number. (Such as: 0 0)

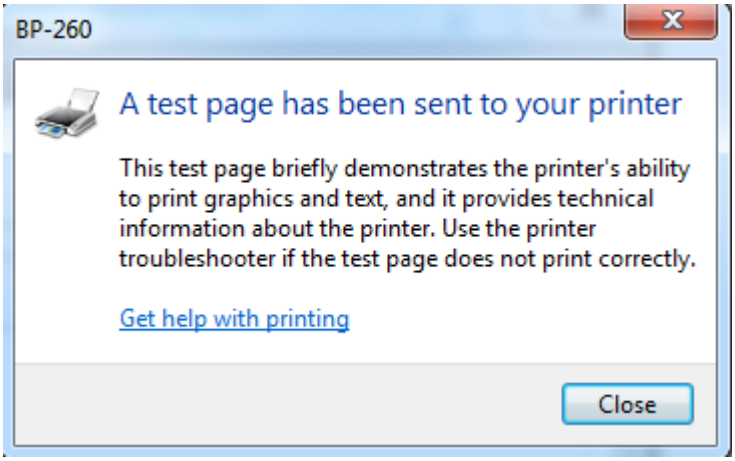


⑪Then click “OK”.

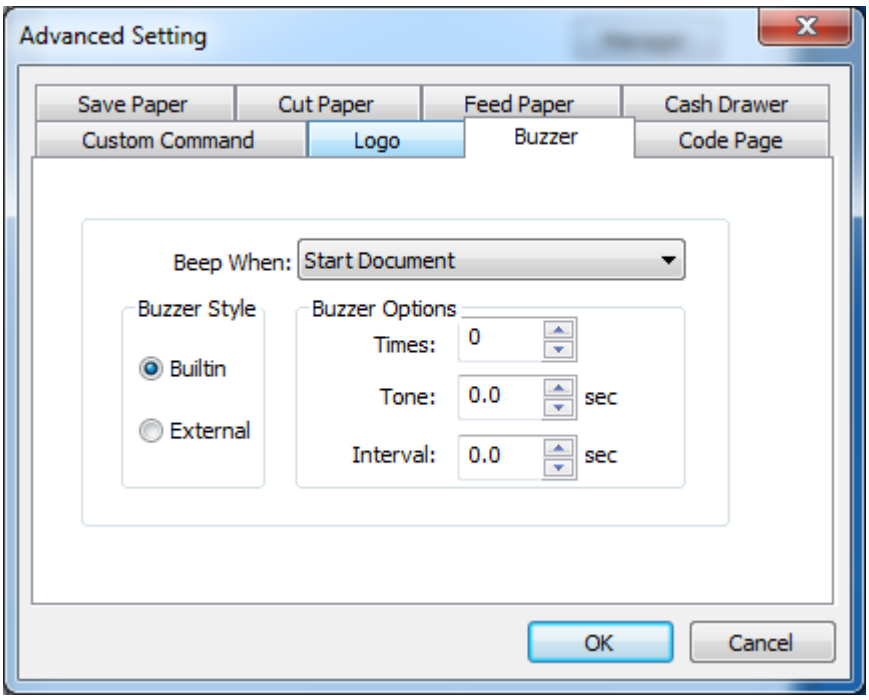


⑫ Click “Print Test Page” to view the printing effect.

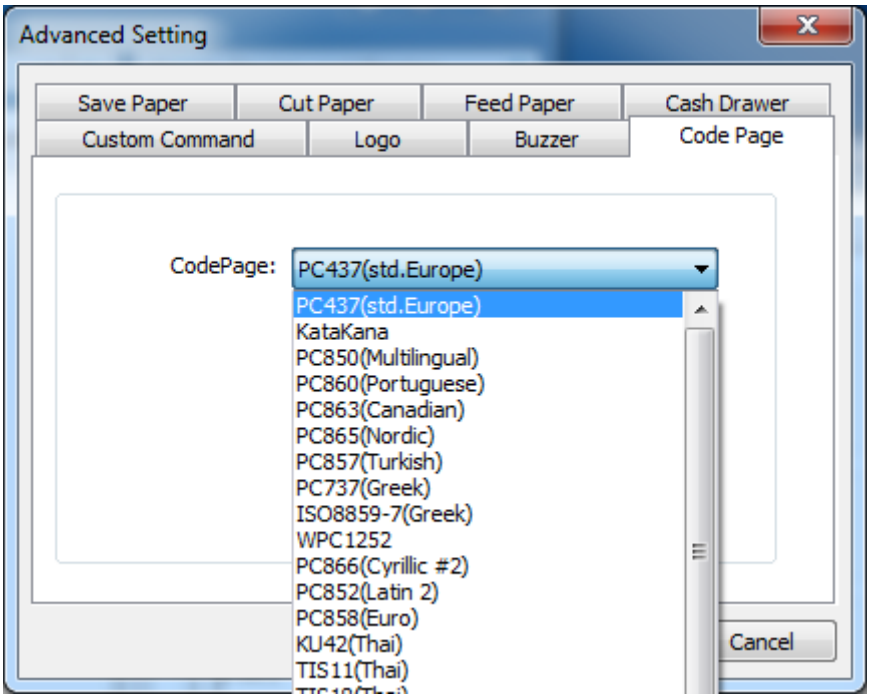




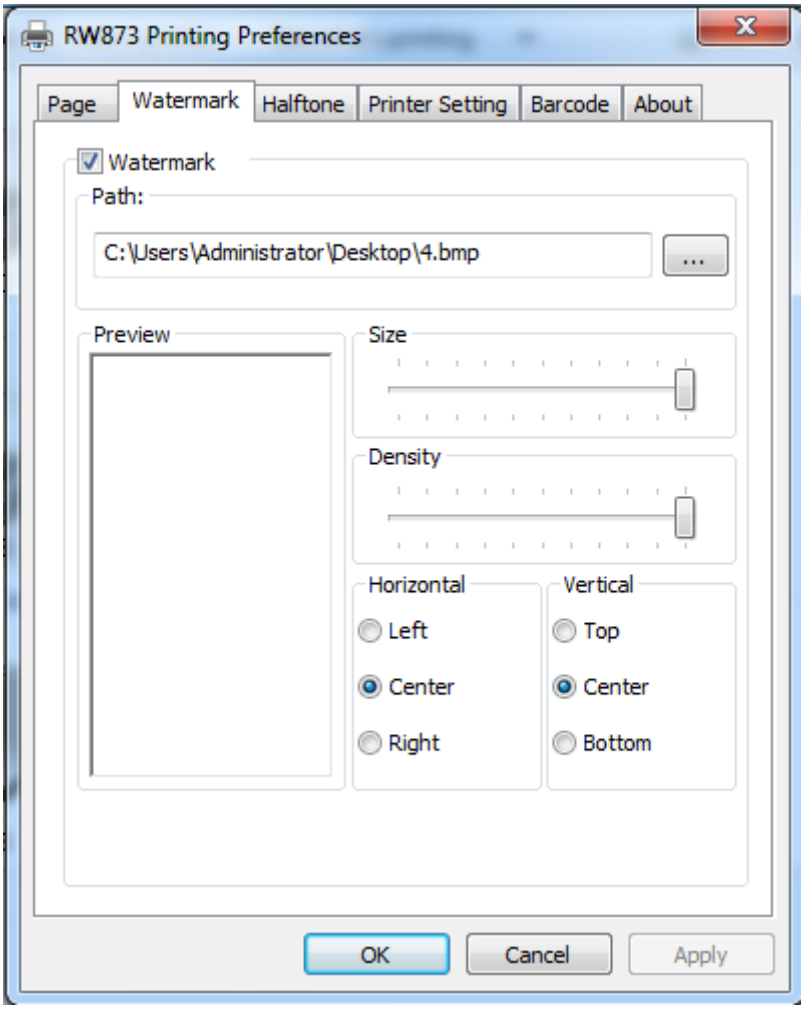
- Buzzer



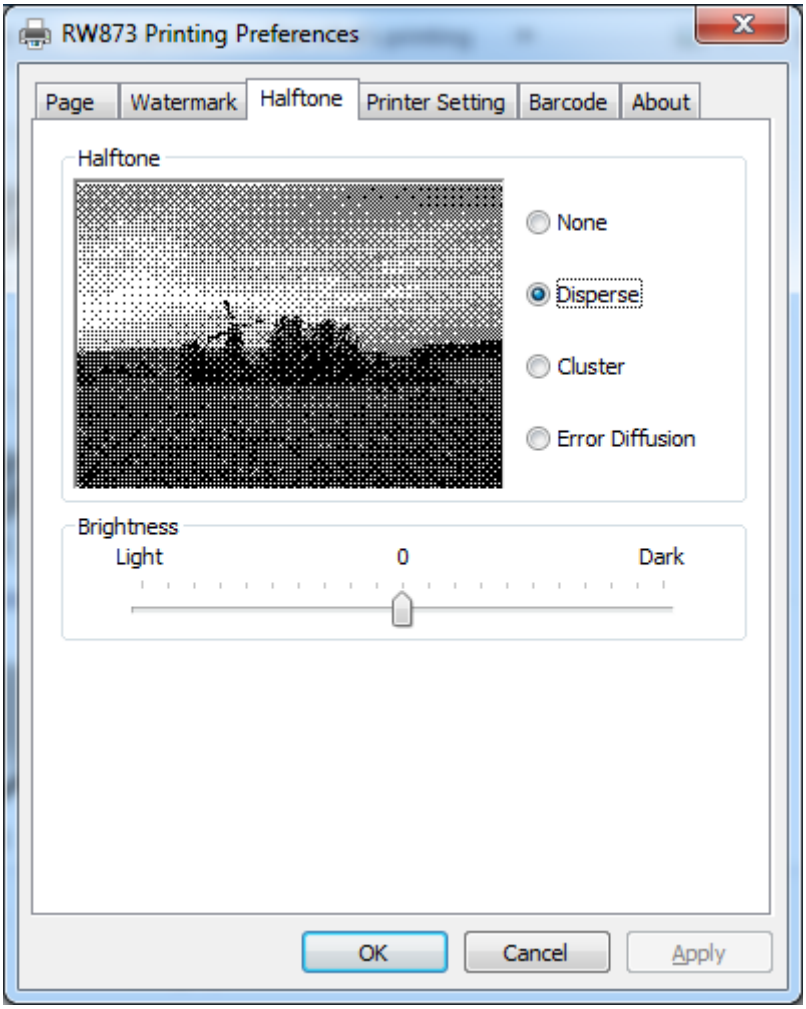
- Code Page

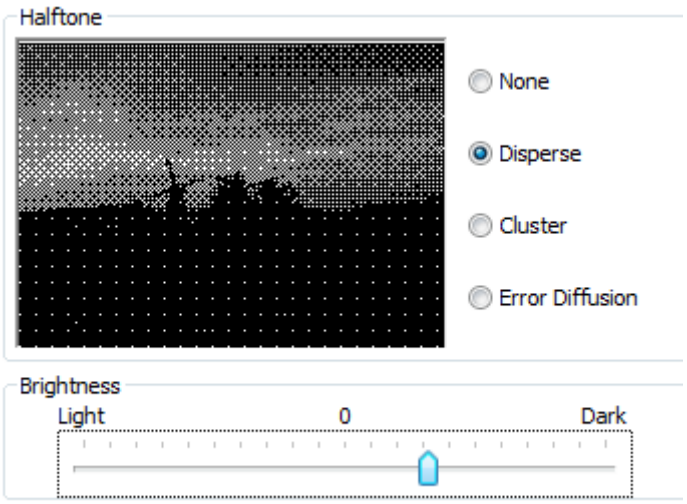


3) Click “Watermark”. Set watermark to print.



4) Click “Halftone” to set the halftone.

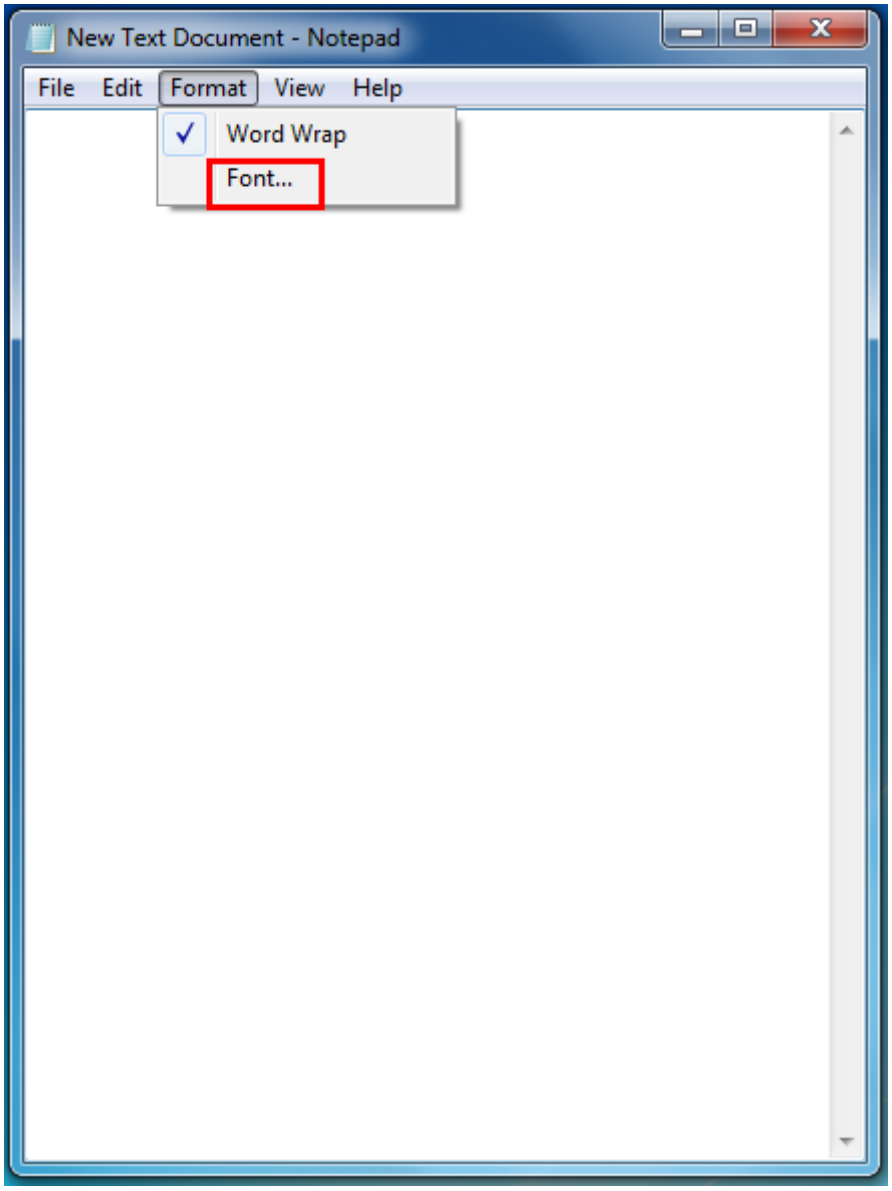


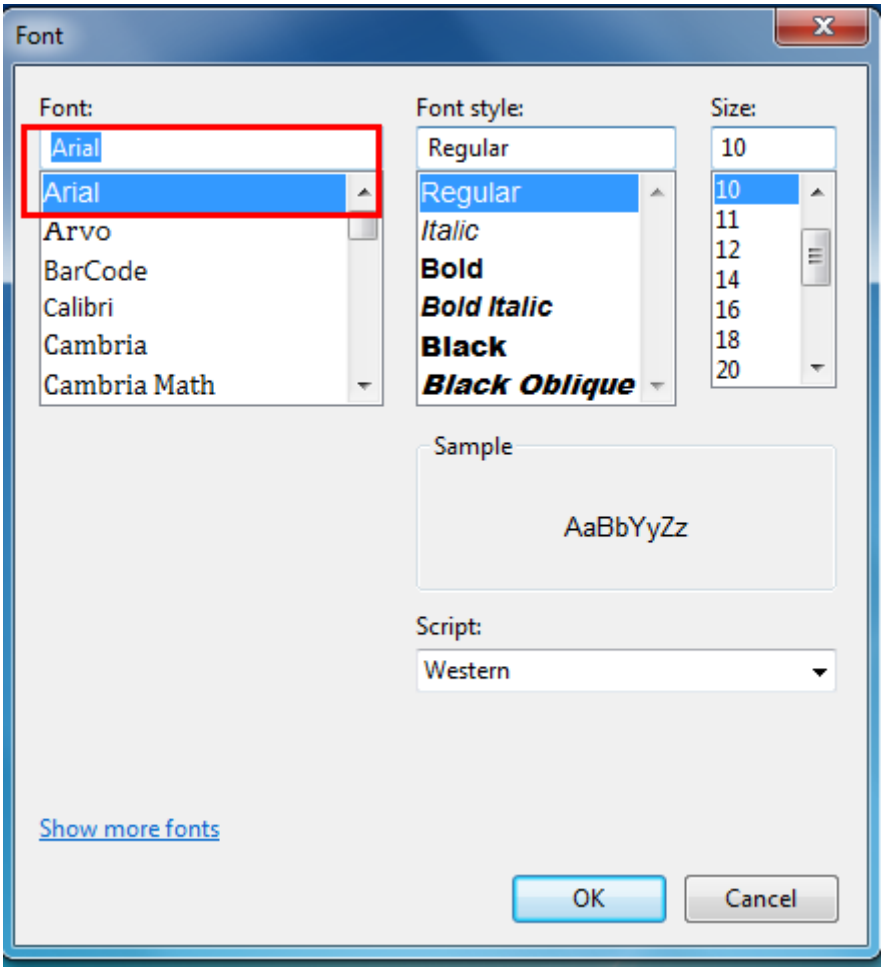


5) Set up the “Barcode”

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:

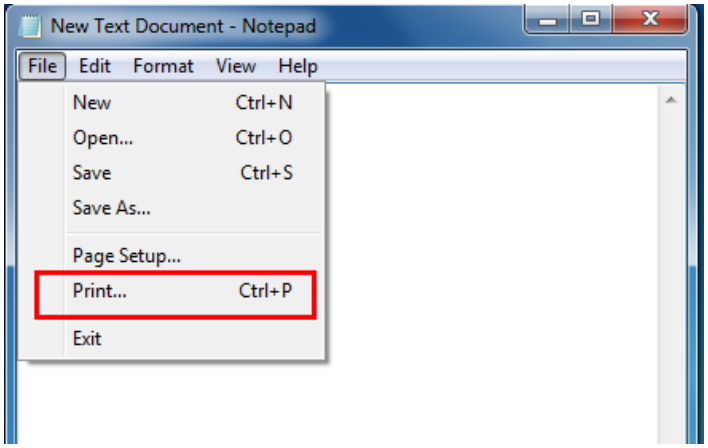
• Sets the data "123456" font type to a different font from the main document. Such as: Arial.

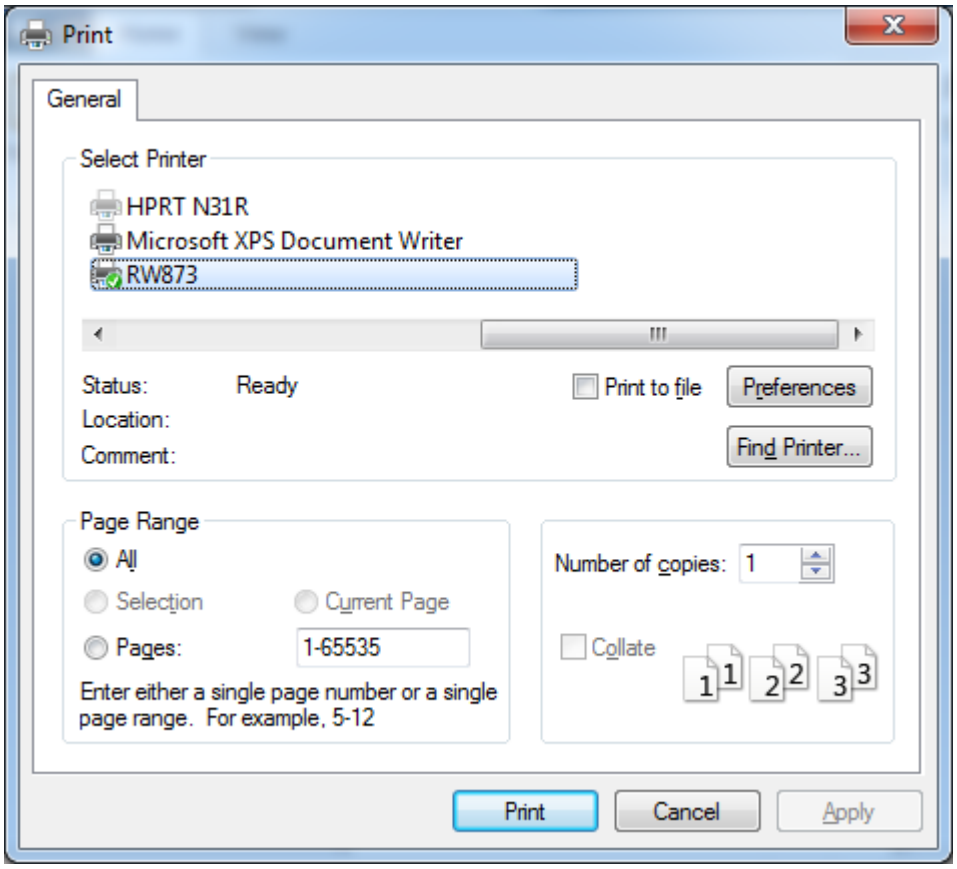



Font
Font:
Arial
Arial
Arvo
BarCode
Calibri
Cambria
Cambria Math
Font style:
Regular
Regular
Italic
Bold
Bold Italic
Black
Black Oblique
Size:
10
10
11
12
14
16
18
20
Sample
AaBbYyZz
Script:
Western
Show more fonts
OK
Cancel

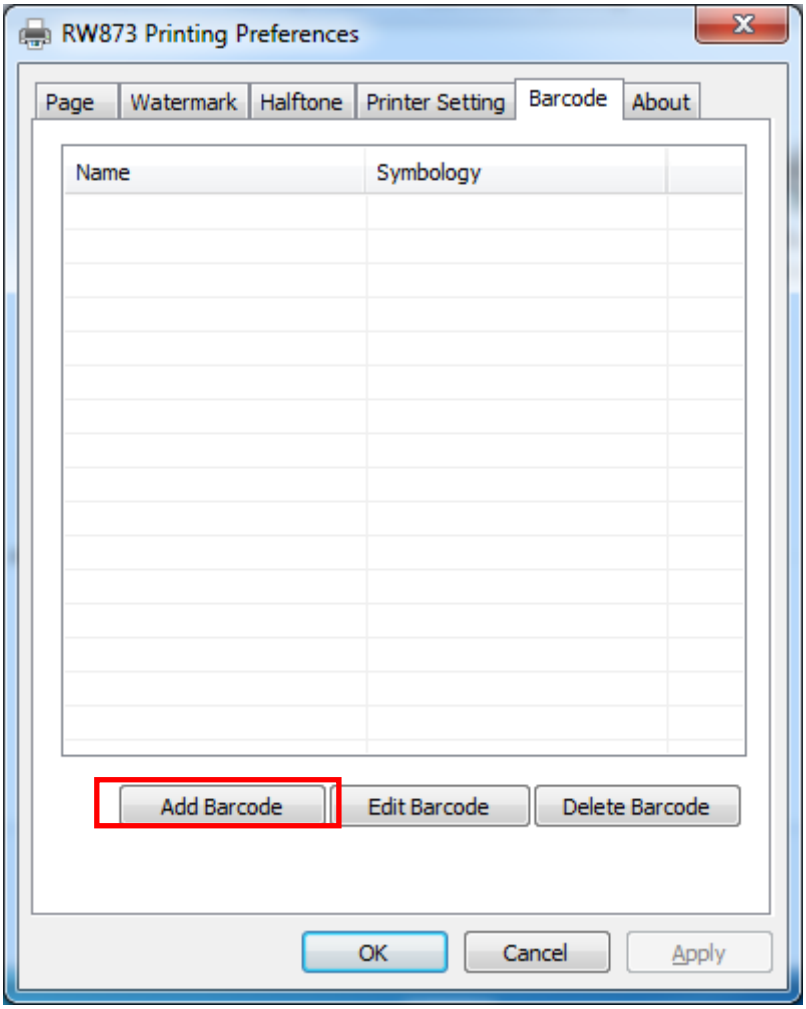
• Open the Preference.

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

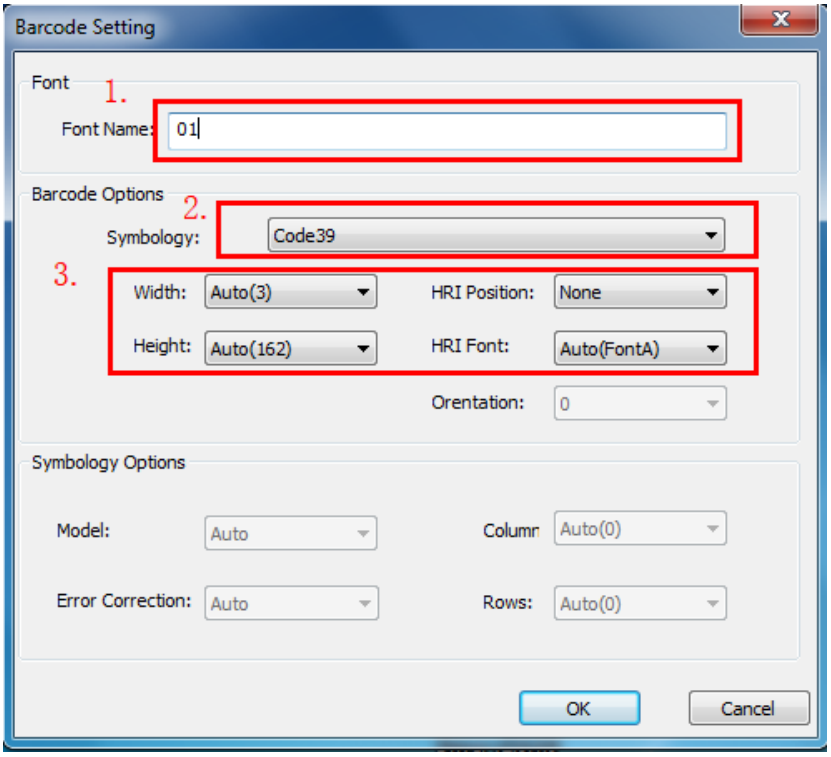


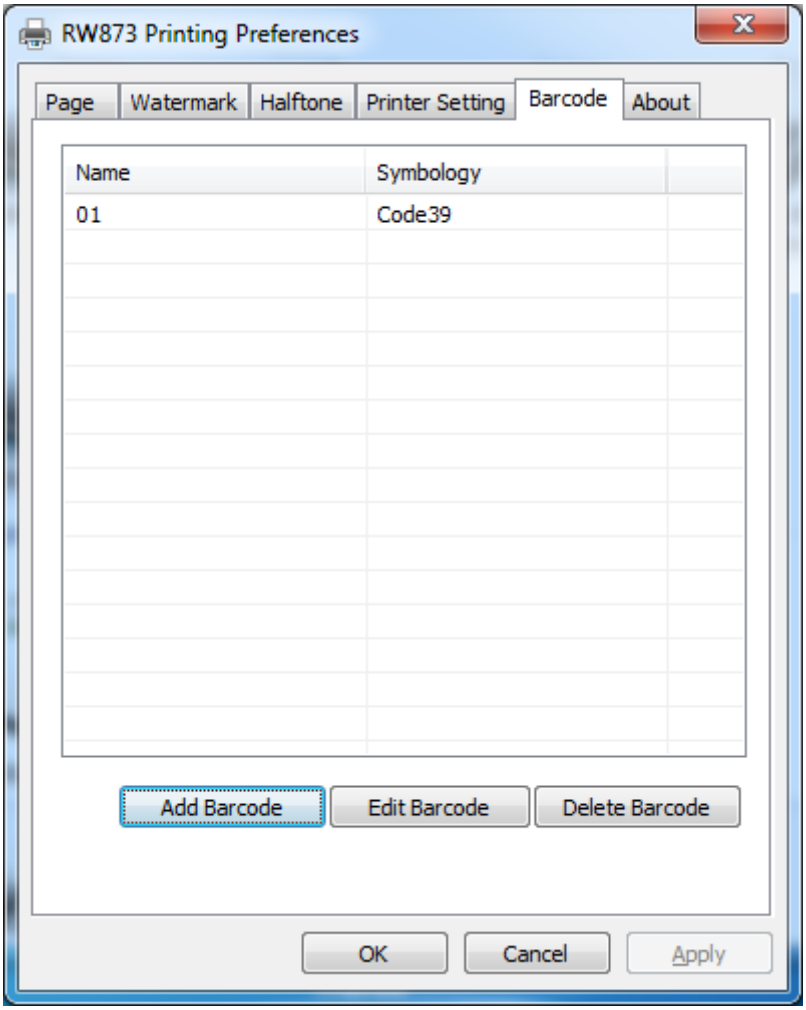


① Add Barcode firstly.



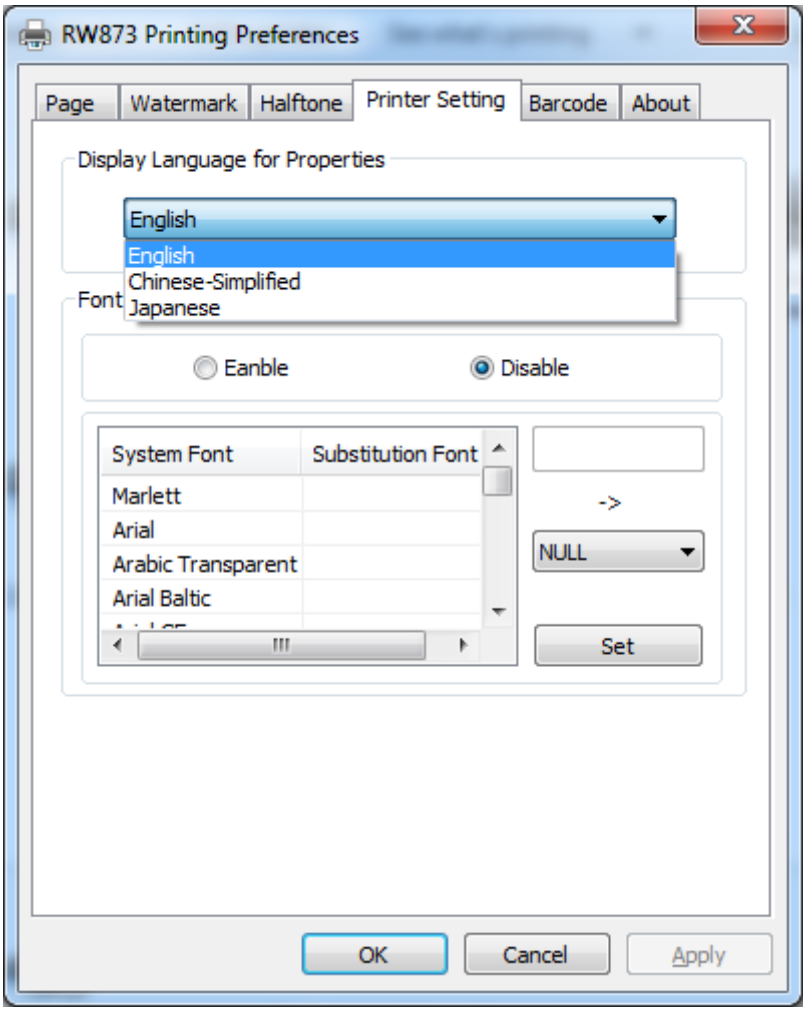
② Set the “Font Name” and the “Barcode Option”.





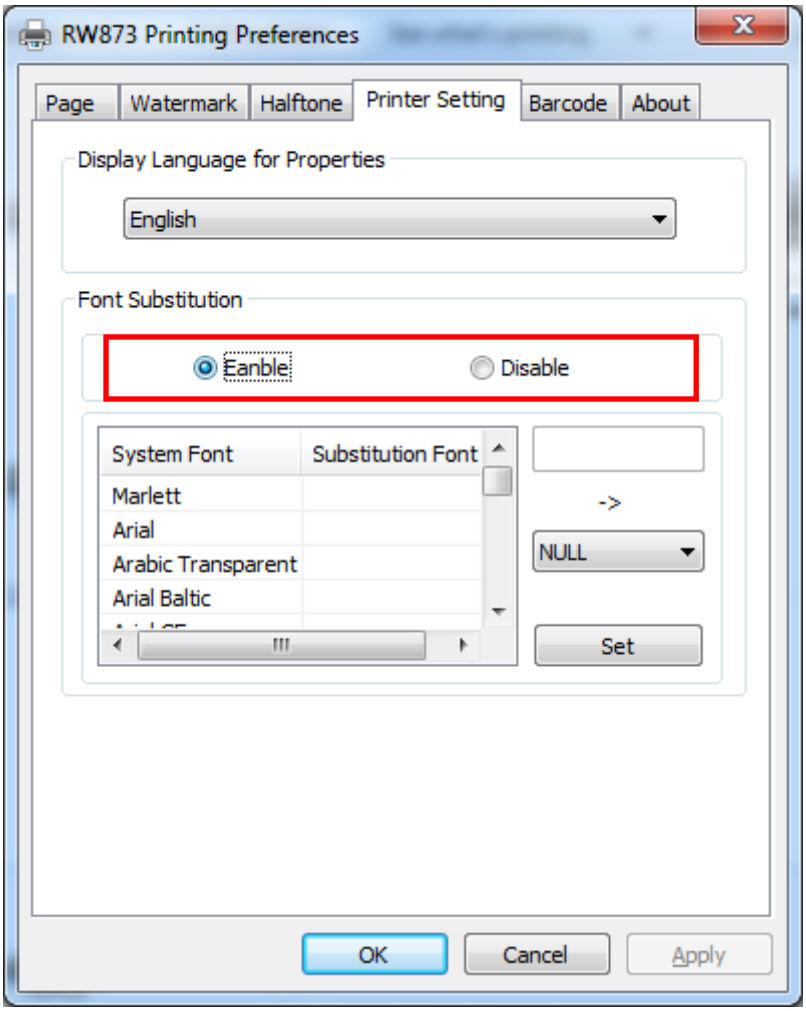
③ Click the “Printer Setting”.

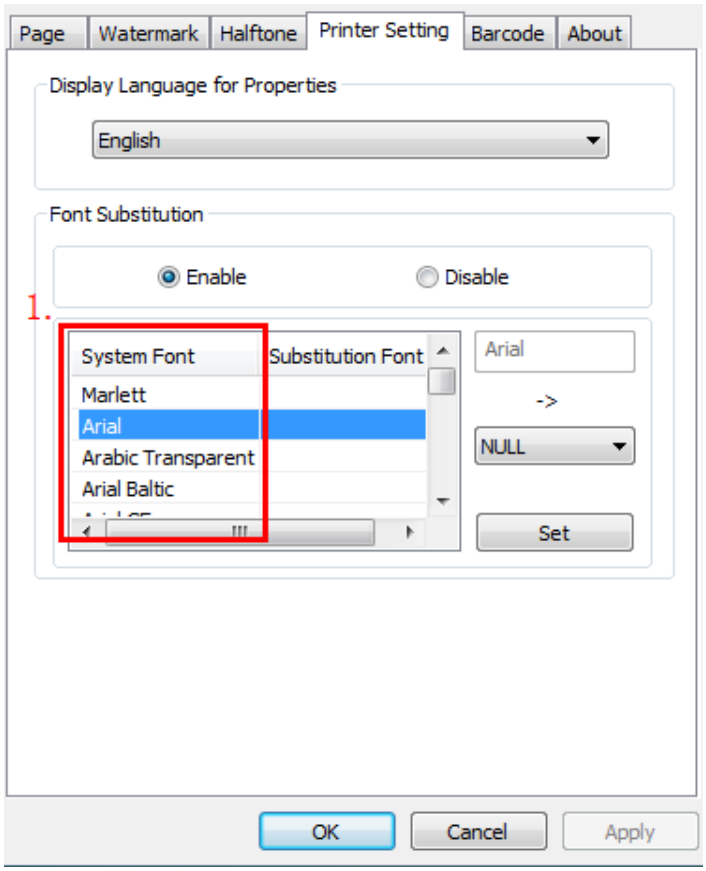
• Choose the “Display Language for Properties”

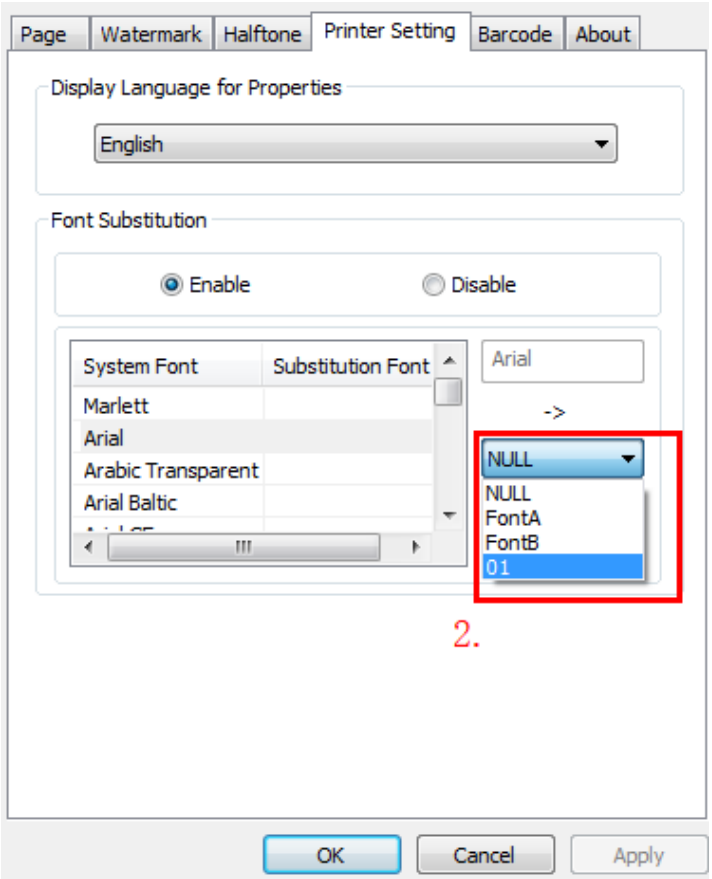


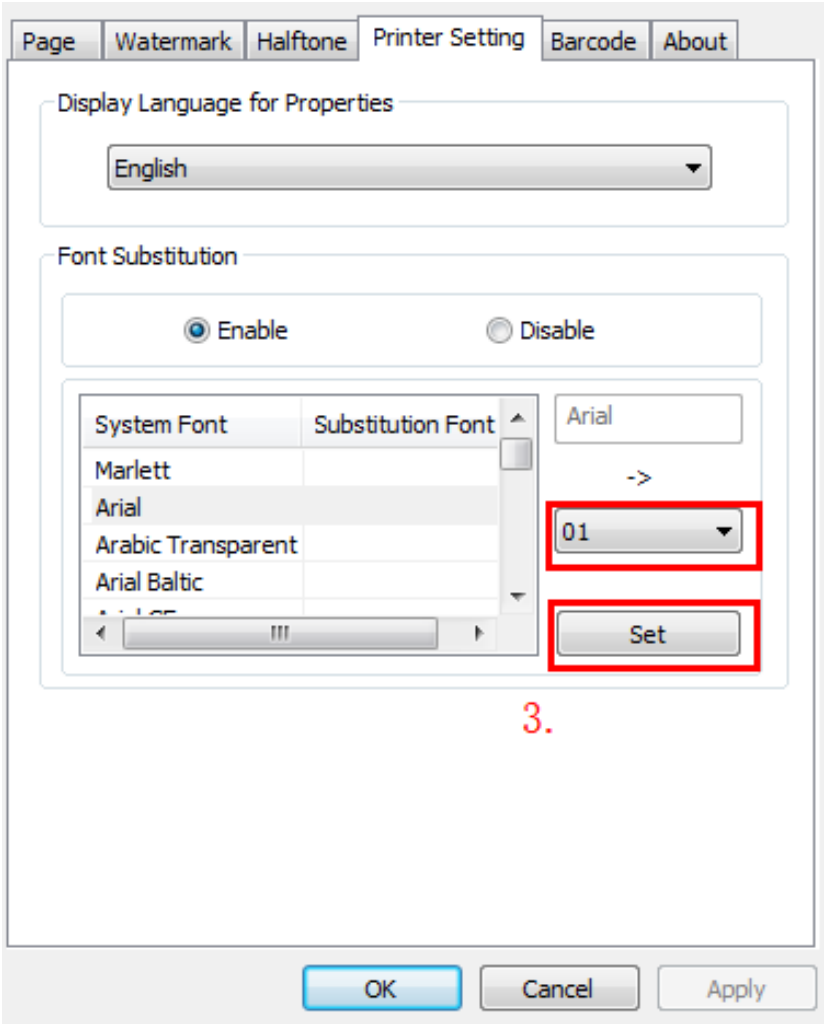
- Turn on the “Font Substitution”, select the system text need to be replaced (for example, Arial), and then select the font you want to replace (for example, 01) and click Set, and the replacement font will display "01".

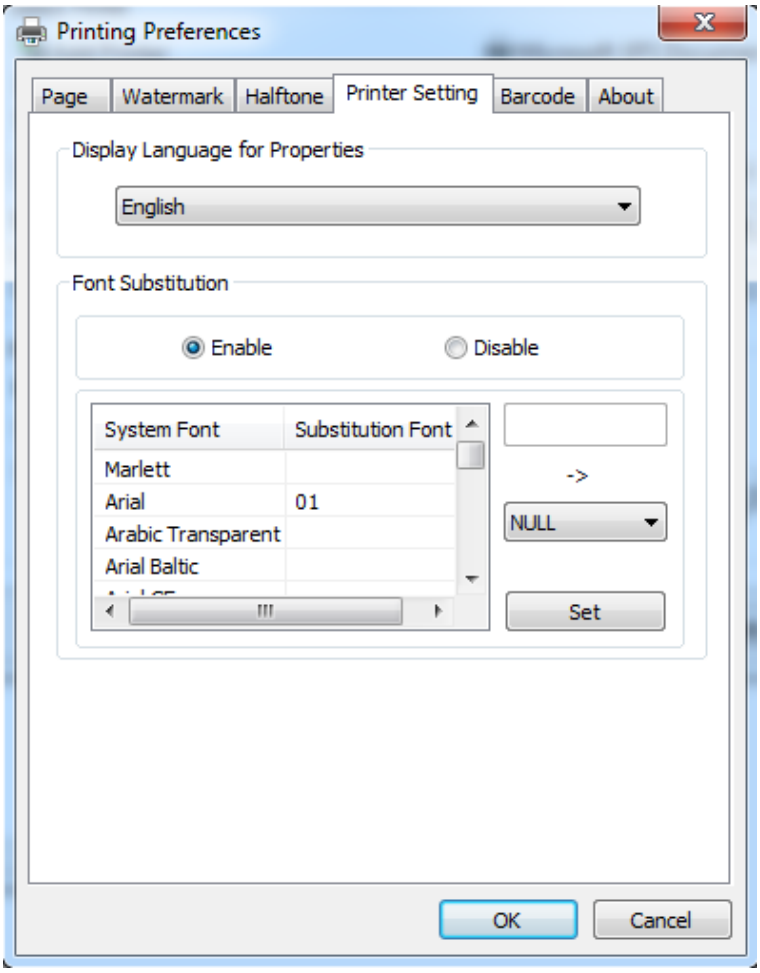
  the steps are as follows:




Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
1.
System Font
Substitution Font
Marlett
Arial
Arabic Transparent
Arial Baltic
Arial
->
NULL
Set
OK
Cancel
Apply


Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
System Font
Substitution Font
Marlett
Arial
Arabic Transparent
Arial Baltic
Arial
->
NULL
NULL
FontA
FontB
01
2.
OK
Cancel
Apply

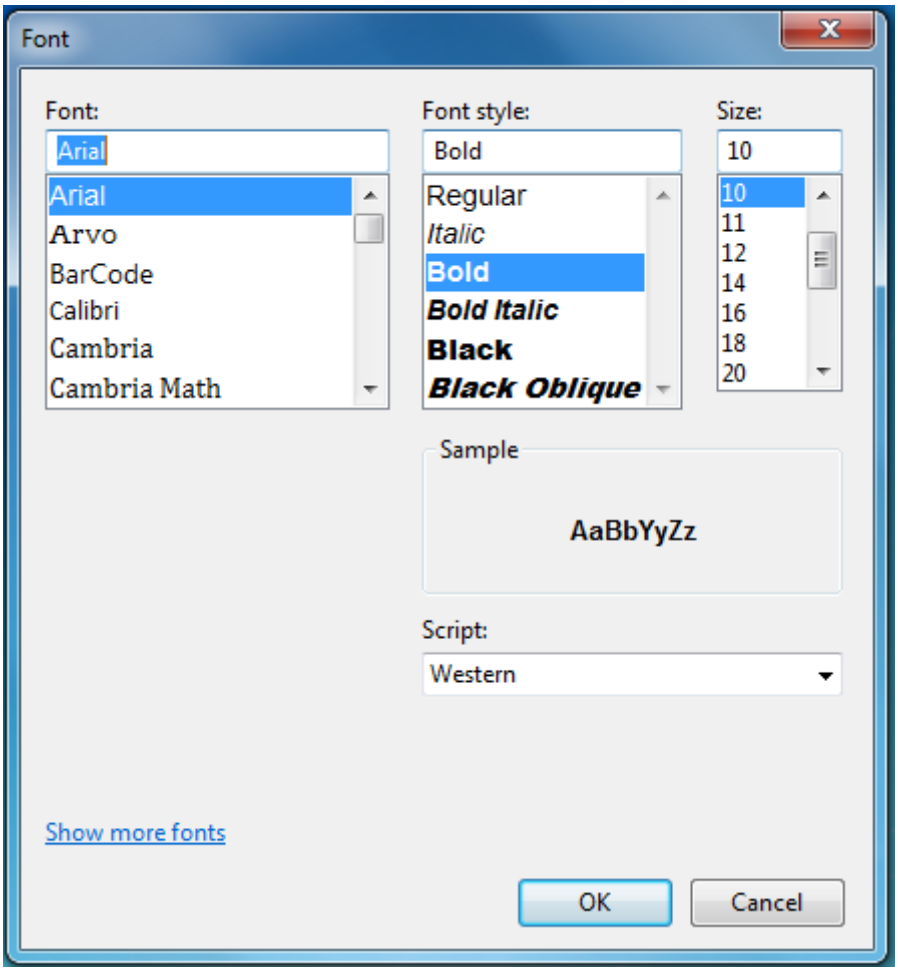

Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
System Font
Substitution Font
Marlett
Arial
Arabic Transparent
Arial Baltic
Arial
->
01
Set
3.
OK
Cancel
Apply


Printing Preferences
Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
System Font
Substitution Font
Marlett
Arial
01
Arabic Transparent
Arial Baltic
->
NULL
Set
OK
Cancel

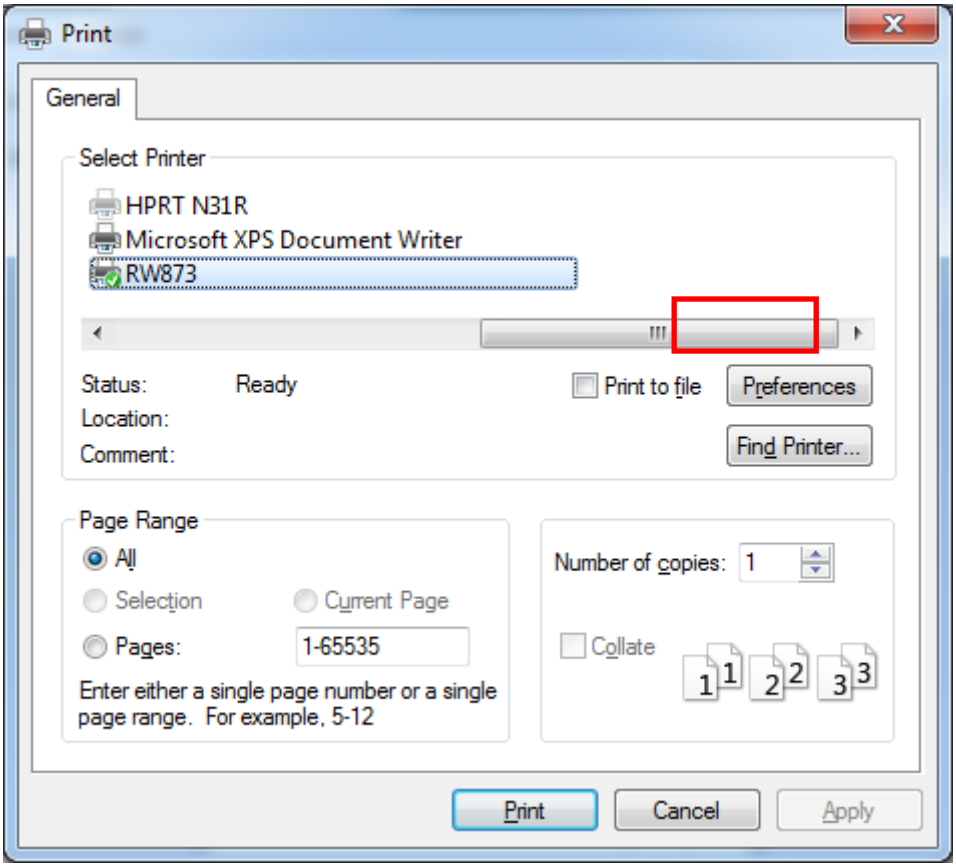
* 1 2 3 4 5 6 *

• 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:

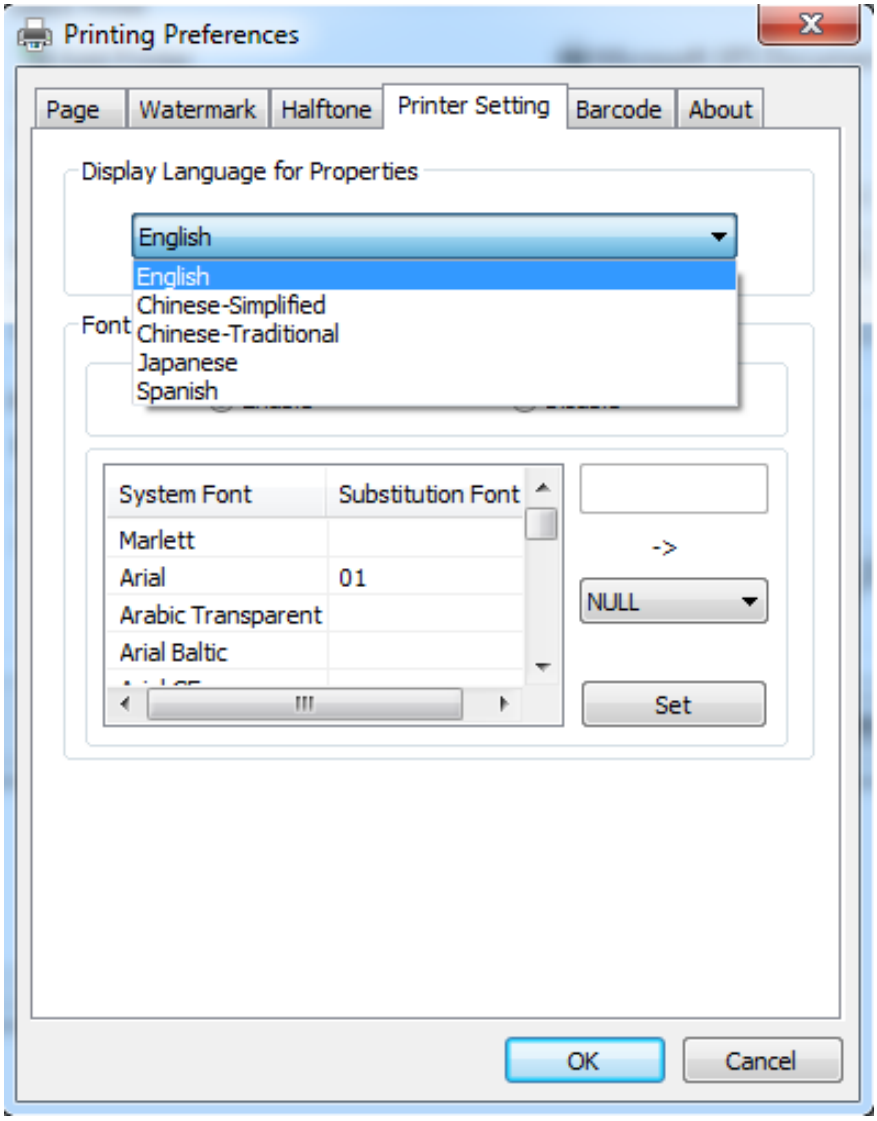


② Set the Printing preferences.

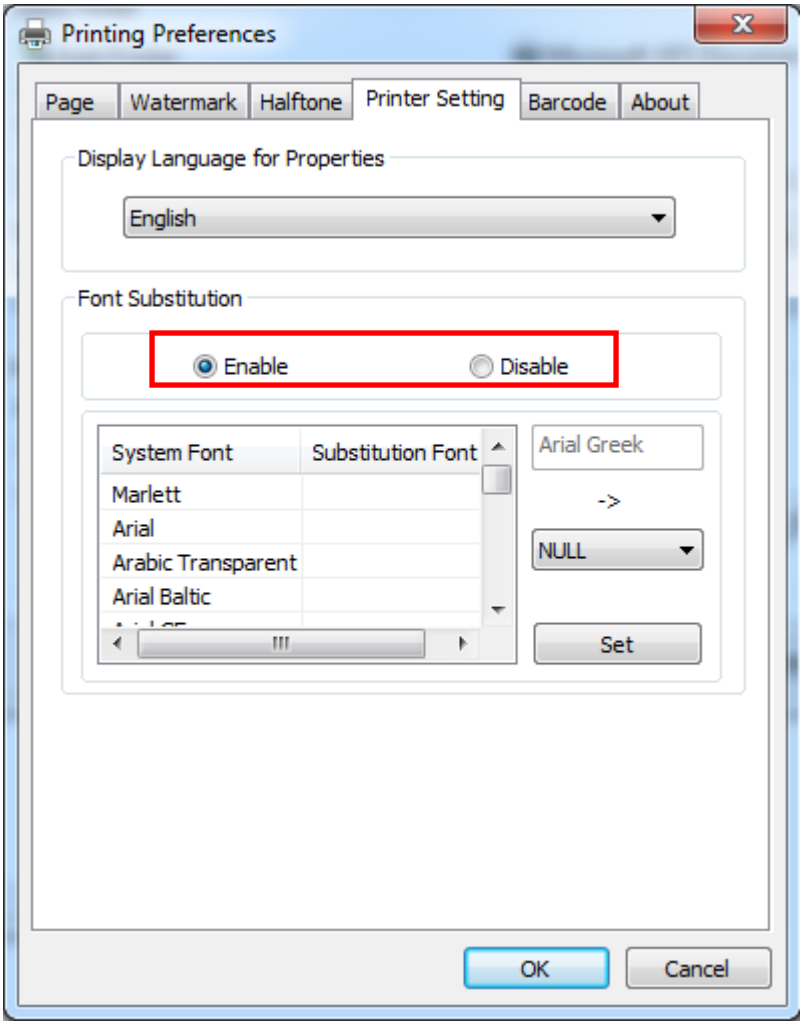


③ Click the “Printer Setting”.

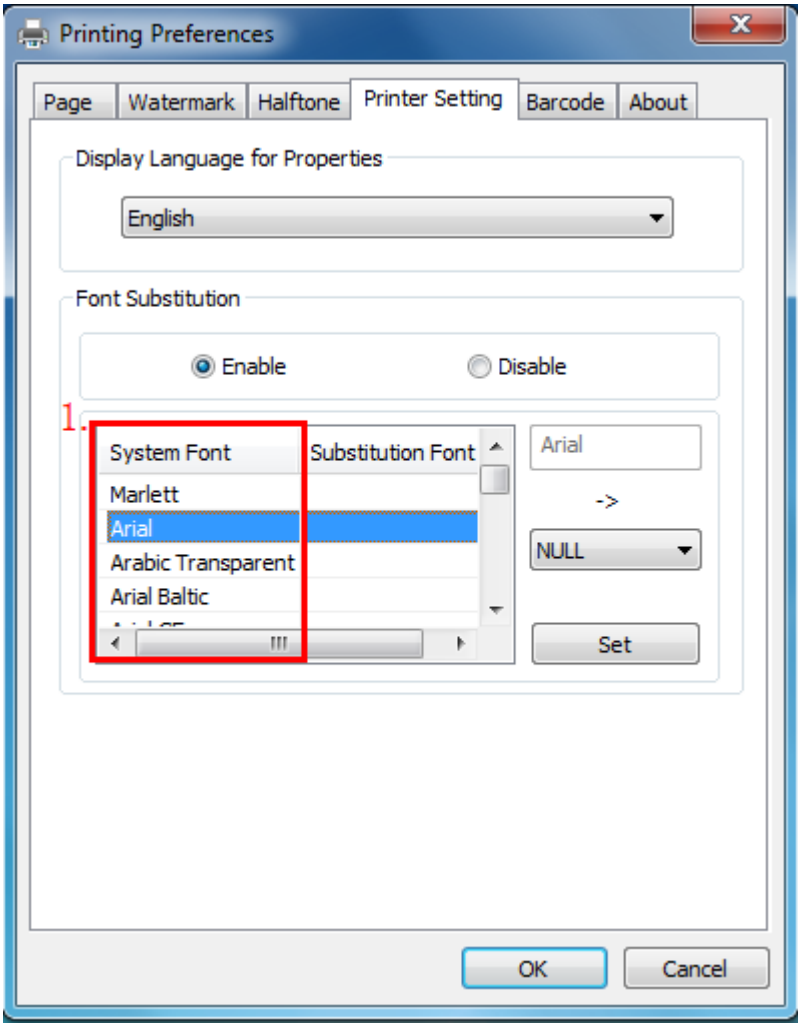
• Choose the “Display Language for Properties”.



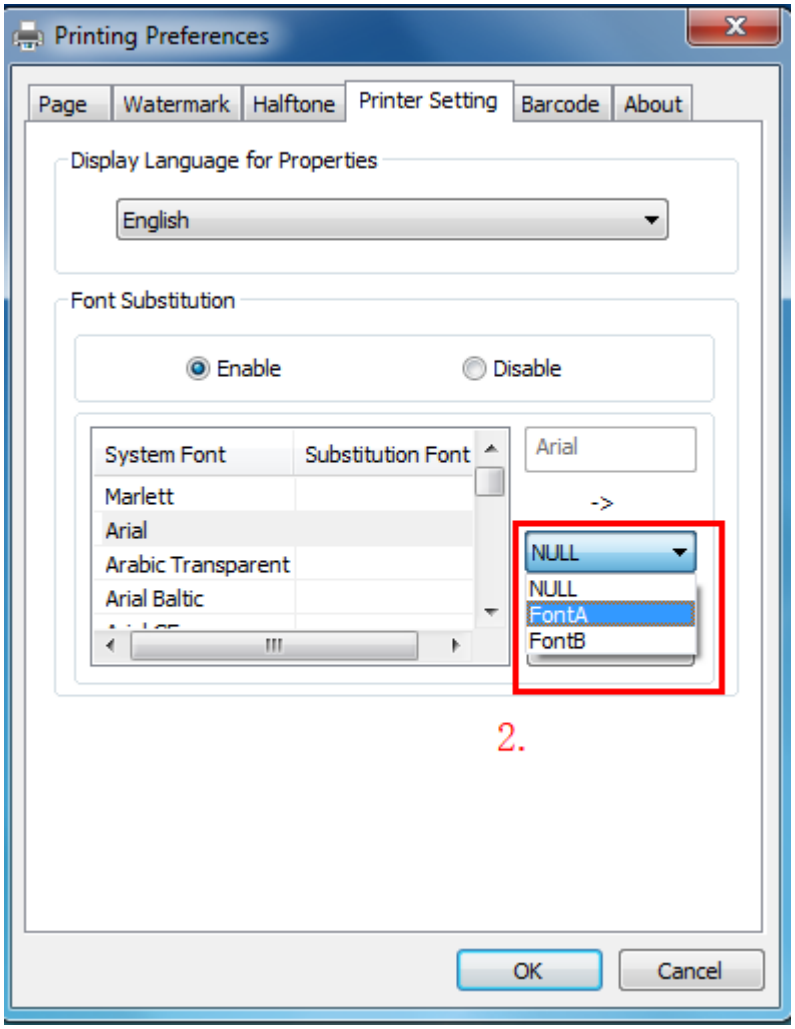
④ Turn on the “Font Substitution”.



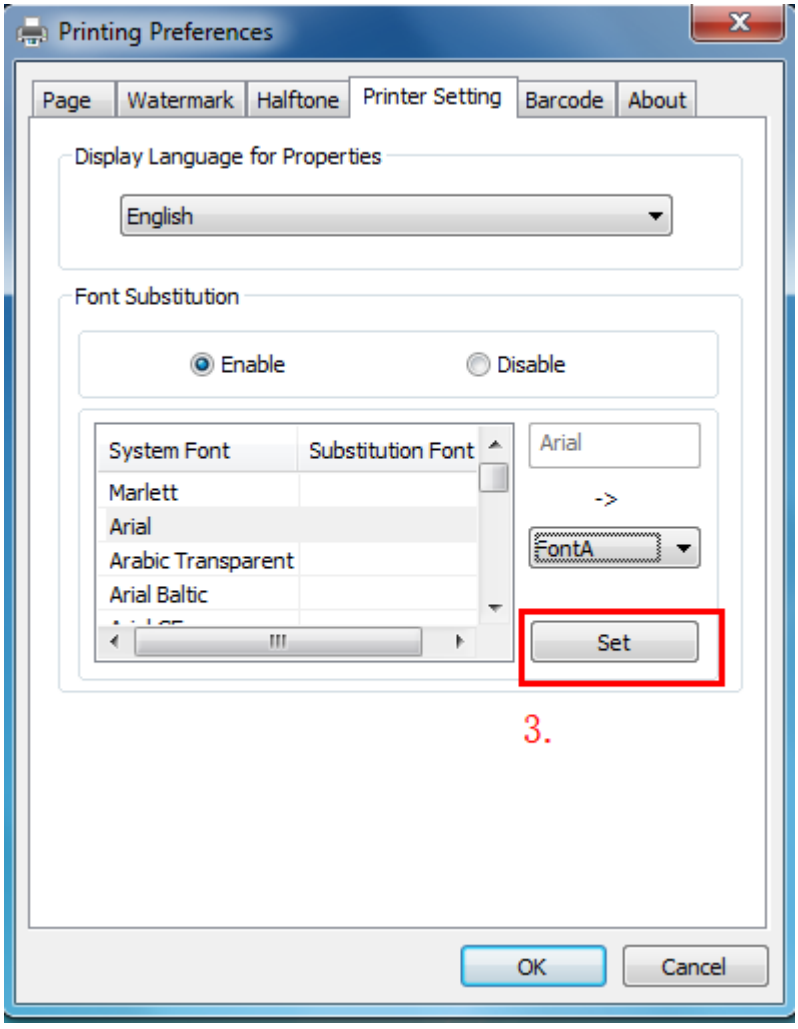
⑤ Select the “System Font”, for example: Arial.

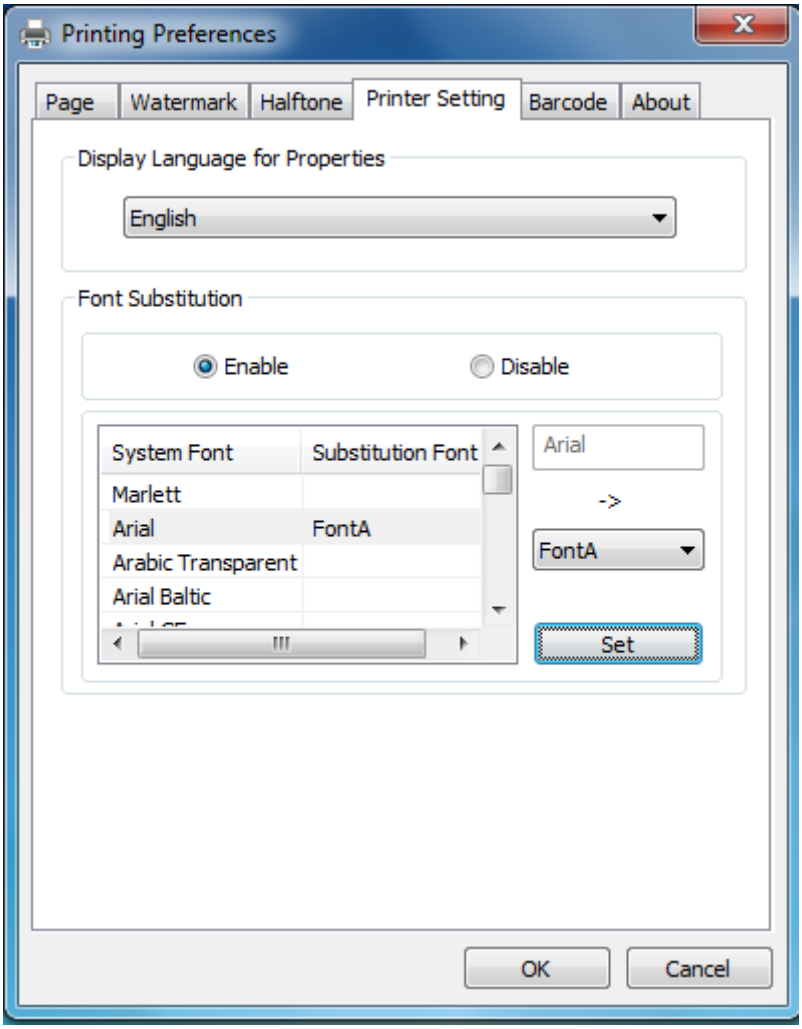


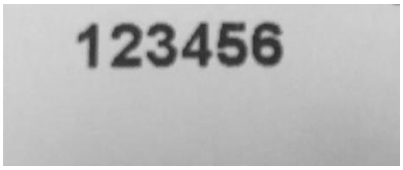
⑥ Select the font to that you want to replace.



⑦ Click “Set”.

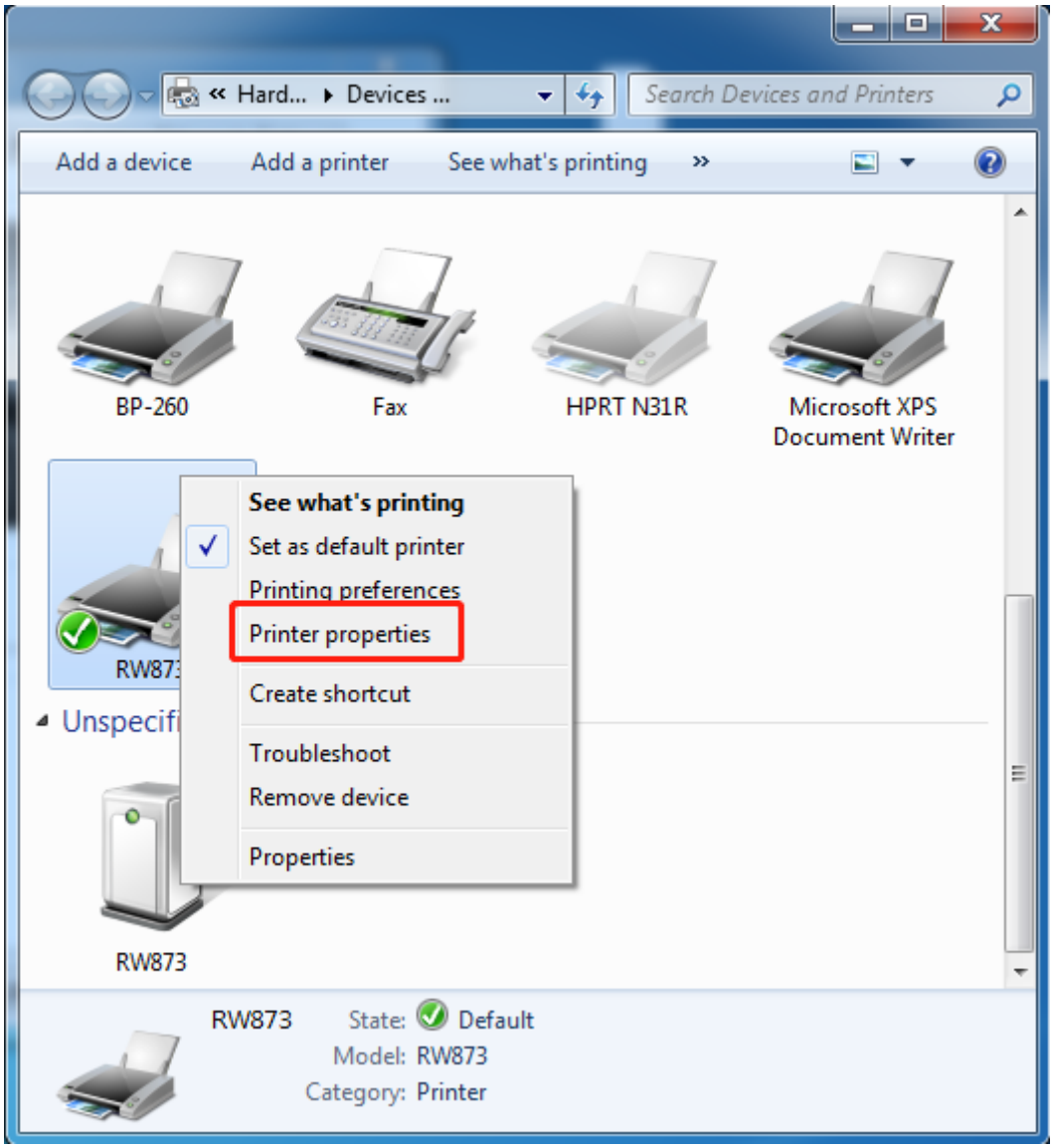

Printing Preferences
Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
System Font
Substitution Font
Marlett
Arial
Arabic Transparent
Arial Baltic
Arial
->
FontA
Set
3.
OK
Cancel


Printing Preferences
Page
Watermark
Halftone
Printer Setting
Barcode
About
Display Language for Properties
English
Font Substitution
Enable
Disable
System Font
Substitution Font
Marlett
Arial
FontA
Arabic Transparent
Arial Baltic
Arial
->
FontA
Set
OK
Cancel

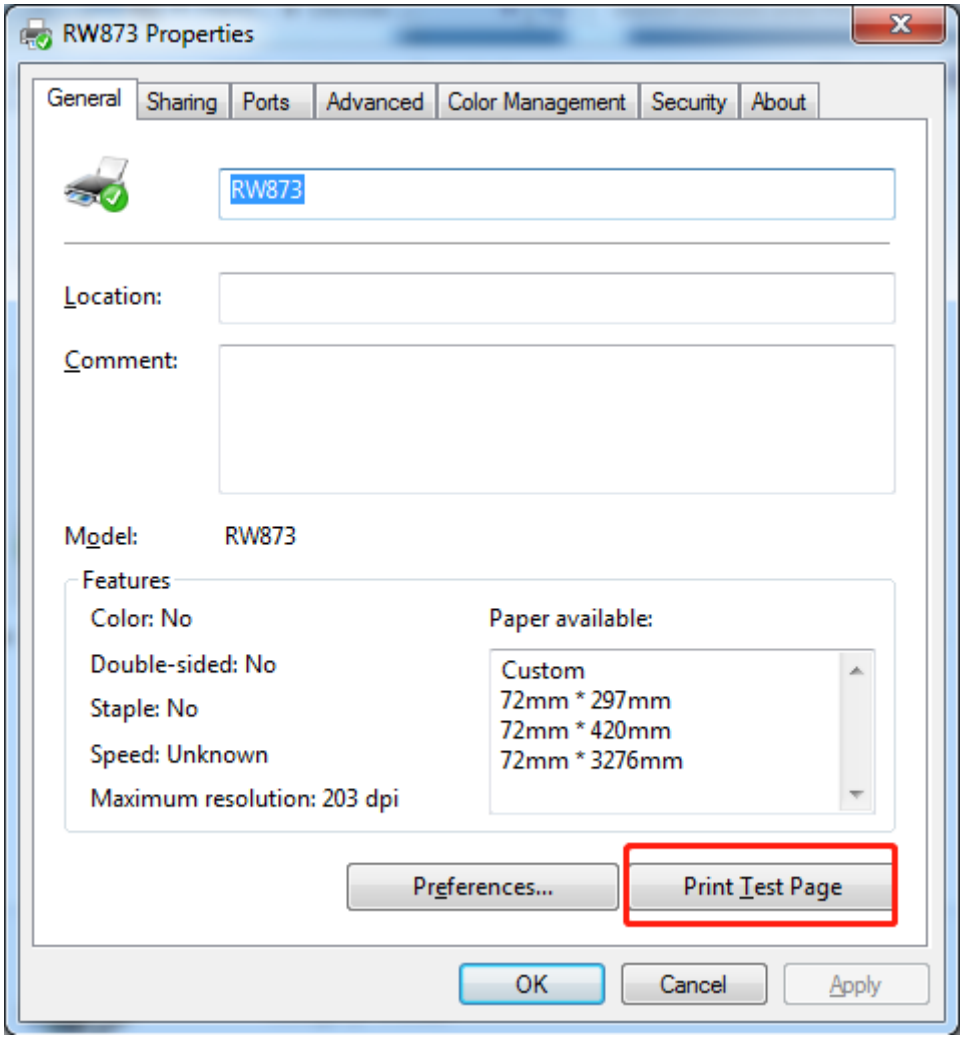

123456

9.5.2 Printer properties

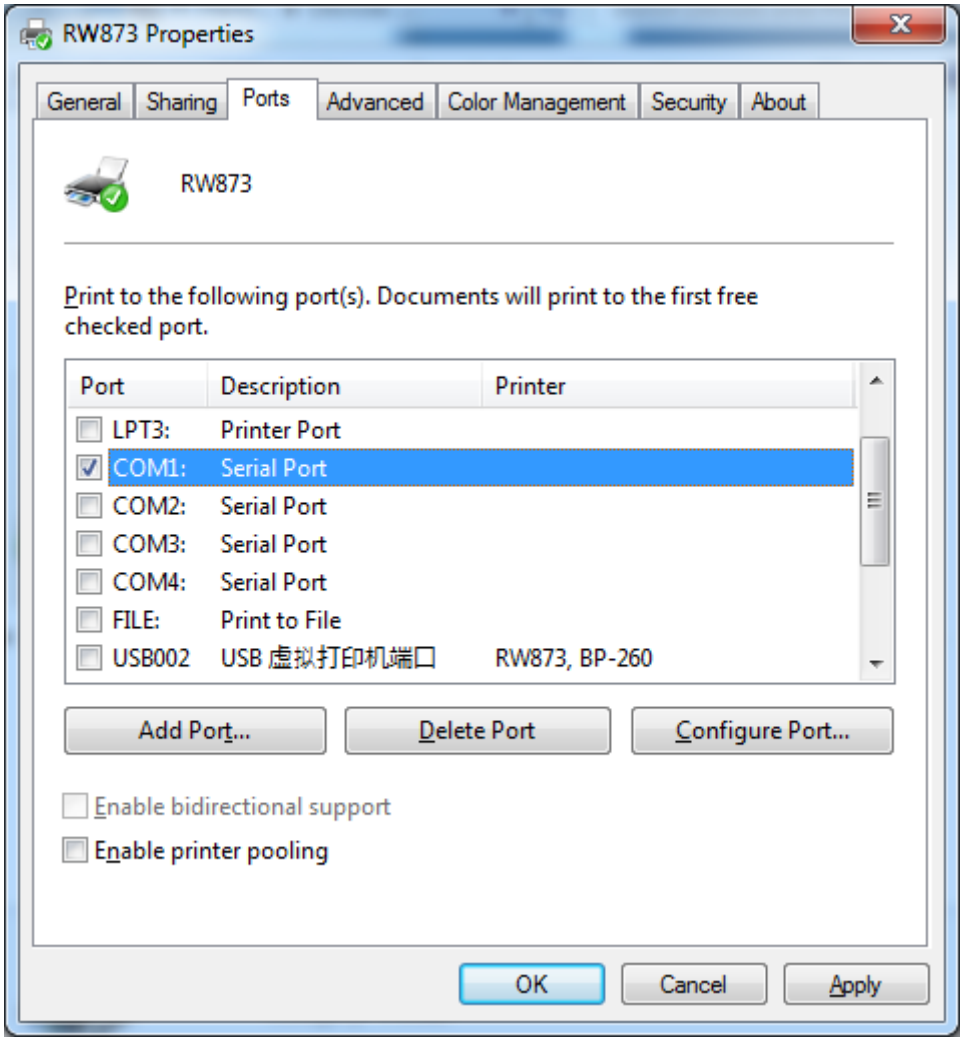
1) Click “Start” → “Devices and Printers”. Right click “RW873” and choose “Printer properties”.



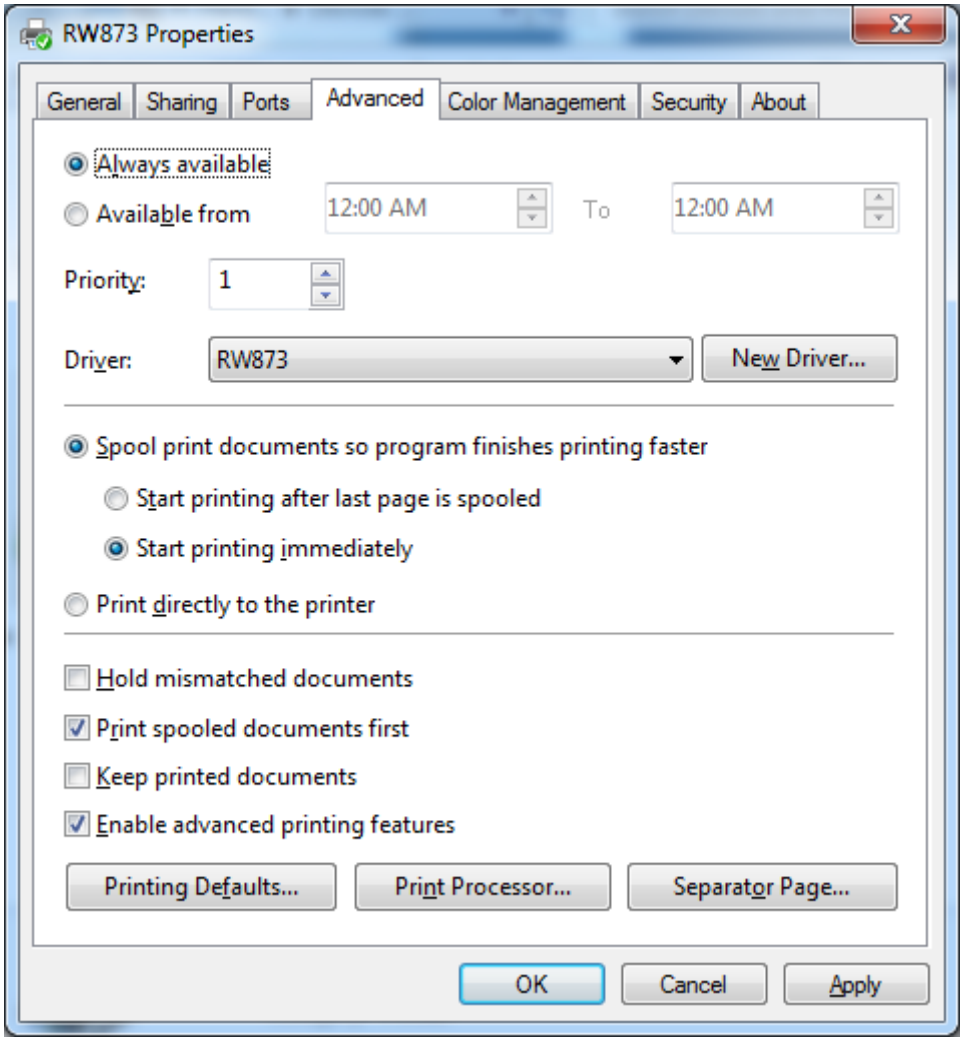
2) Choose “General”, click “Print Test Page”, then it will print the current settings.



3) Click “Port” to choose another port or add port.



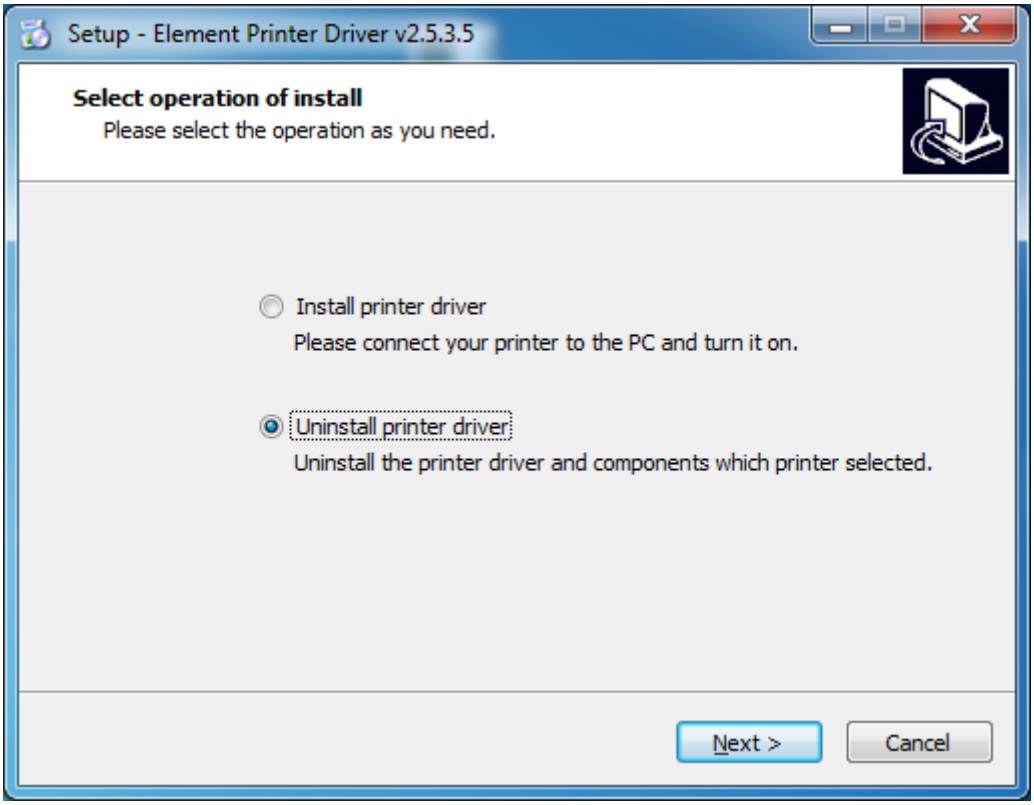
2) Click “Advanced” to set the available time for printing.



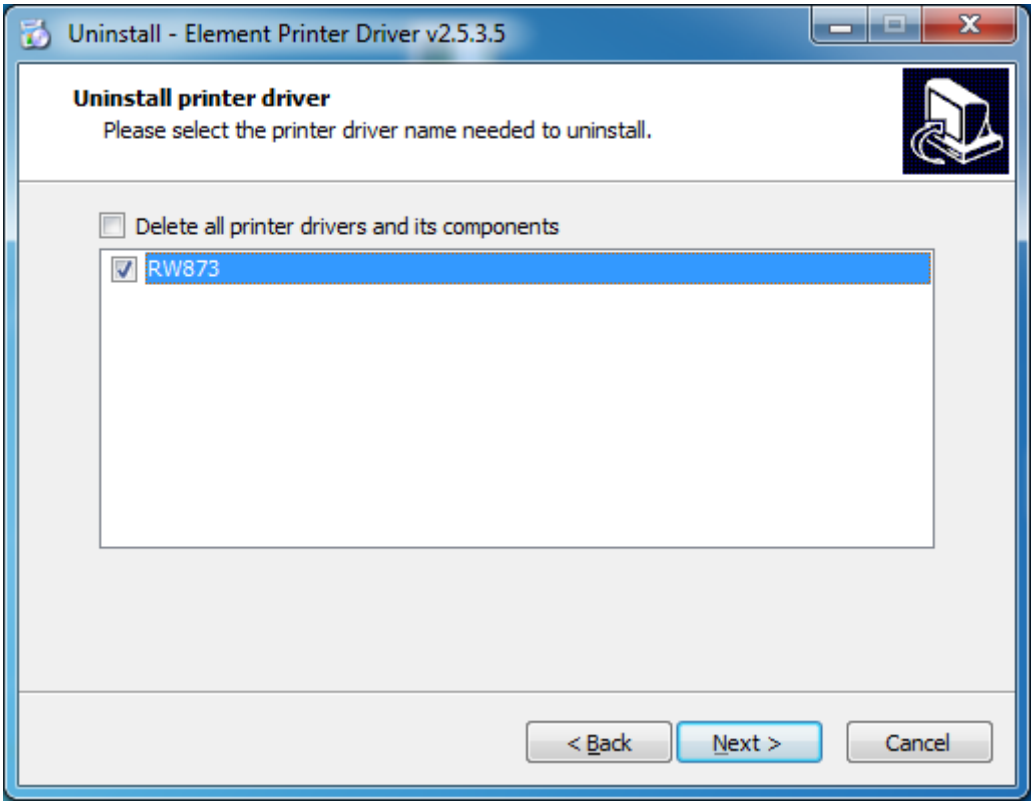
9.6 Uninstall Windows Driver

1) Double click Windows Driver.

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



3) Choose “RW873”, click “Next”.



4) Click “Yes”, then it is complete to uninstall.