AccuBANKER®

User Guide

MP20

Thermal Receipt Printer

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Thank you for trusting *AccuBANKER* with your cash handling needs.

In order to optimize the performance of your equipment, we encourage you to thoroughly read this user guide prior to use.

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Introduction

The MP20 is our modern thermal printer that allows you to quickly print an accurate paper record of your count. Our MP20 Thermal Printer is easy to use and compact to save space. Use our printer to help you organize and keep track of your counting records or to assist you in creating an audit trail.

Safety Instructions

Warning

	Do not use this product in areas where it may be exposed to water or other liquids.
	Unplug this product from the electric outlet before cleaning. Do not use liquid or aerosol cleaners. To clean, use a damp cloth.
	To reduce the risk of electric shock, do not disassemble this product. Take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
	Only use the cable provided with the unit. The use of other cables may result in electric shock, fire, or cause serious damage to the unit.
	Do not operate the unit in areas with high temperature or high humidity since it may prevent it from working correctly.

Caution

When unplugging the power cord, do not pull it by the cord, but rather grip the plug to pull it out. Not following these instructions may result in electric shock, fire, or damage to the unit.

Do not use the unit if the power cord is damaged or if the plug socket contact is loose. Not following these instructions may result in electric shock, fire, or other hazards.

Do not place heavy objects over the cord and do not bend it excessively since it could get damaged. Not following these instructions may result in electric shock, fire, or other hazards.

When not using the unit for a long time, remove the power plug from the electric outlet.

Safety Instructions (cont.)

- Read and understand all of the safety instructions.
- Follow all warnings and instructions marked on the unit.
- This product is meant to be operated in an indoor environment with proper ventilation.
- Do not place near direct sunlight, heat sources, or air conditioners.
- This product should only be operated with the power cord supplied and the type of power source indicated in this user guide. If you are not sure of the type of power supply in your location, consult your vendor or local power company.
- To avoid the risk of fire or electric shock, never push objects into the unit through the case slots or openings, since they may touch dangerous voltage points or shortcut parts. Do not disassemble the unit.
- Never spill liquids of any kind on the product.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed*
  - If liquid has been spilled into the unit, or it has been exposed to rain or water*
  - If the product has been dropped or the case has been damaged*
  - If the product shows a noticeable change in performance

  *Not covered under warranty

NOTE: *Do not remove the "ground" prong from the power cord. It is a safety feature meant to protect the user from harm and the equipment from damage.*

⚠ If the unit does not operate normally while following the instructions, adjust only those controls covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
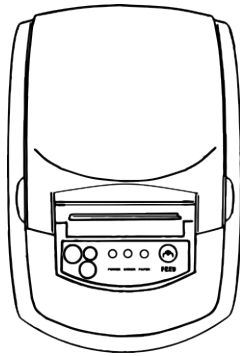
⚠ **Do not touch the printhead, it is hot and sensitive to ESD (Electrostatic discharge)!**
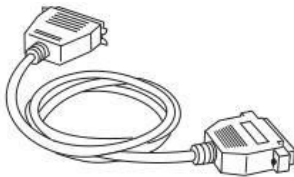
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1. Box Contents

1. MP20 Thermal Receipt Printer
2. Serial Cable (cable might change depending on the model)
3. 58mm Thermal Printer Paper Roll
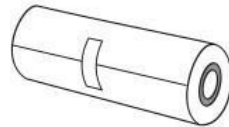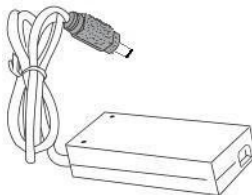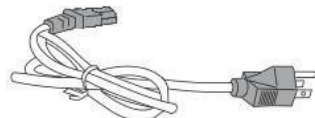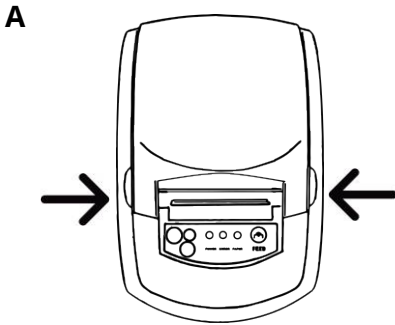4. Power Adapter
5. Power Cord

1.

2.   3.

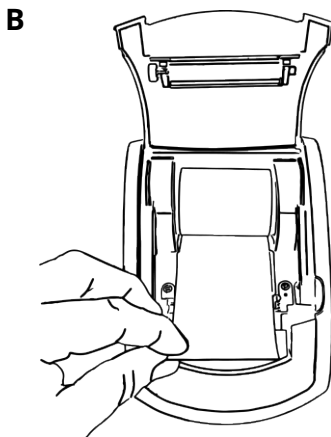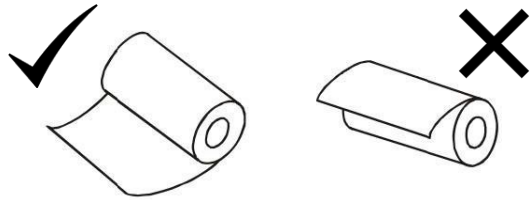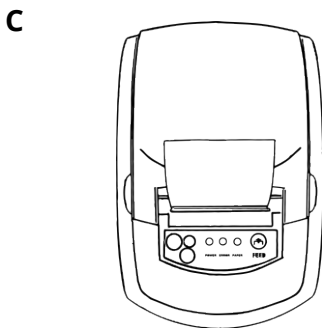4.   5.

2. Paper Roll Installation
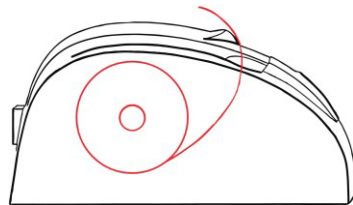
A

1. Open the top cover using the two tabs on the side. Figure A.

2. Load the paper roll as shown in the following picture (left is correct; right is wrong).

B

3. Pull a piece of the paper out through the feeder and then close the top cover. Figure B.

4. Use the cutter of the printer to tear off the extra paper. Figure C.
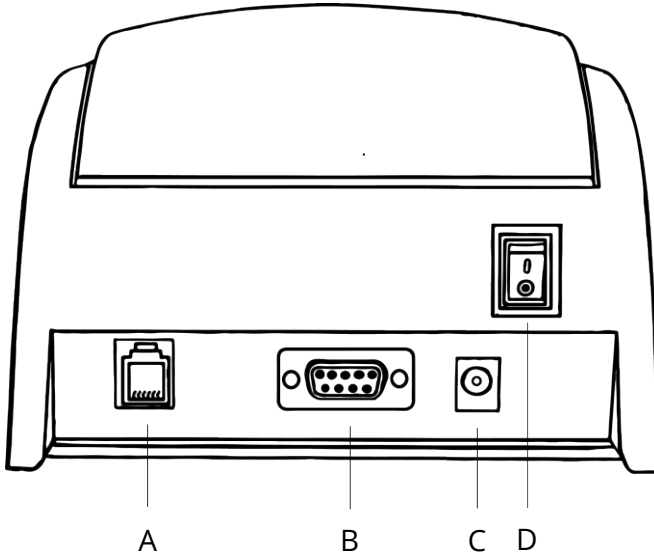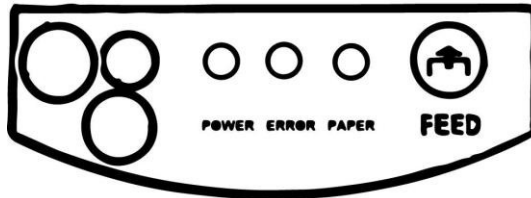
C

*Correct paper roll Installation example

3. Printer Installation

A. Cash Drawer Jack *(optional connection)*   C. Power Jack

B. Serial Port Connection to the Device   D. Power Switch

A   B   C   D

3. Printer Installation (cont.)

Control Panel

1. Connect the Power Adapter to the Power Jack, then attach the Power Cord to the Power Adapter.

2. Connect the Printer to the device using the Serial Cable.

3. Turn the Power Switch ON. The "POWER" light indicator will turn on in the control panel.

4. Tap the "FEED" button in the control panel to ensure the paper roll is well installed. The paper will release while you tap the "FEED" button.

5. The "PAPER" light indicator will be off while the printer has paper. When the printer detects the paper roll has run out, the light will turn on to indicate it is necessary to place a new paper roll.

6. The "ERROR" light indicator appears under the following condition: paperless, paper jam, print head overheat, print head error, or other situations.

4. Troubleshooting

Self-Test Procedure:

1. Make sure the printer and cables are well connected to the electric outlet.
2. Press the "FEED" key and switch on the printer while still pressing the key. At the same time, the printer begins a self-check.
   Please release the key within five seconds, and the printer will print the self-testing list after it.

Self-Test Report:

Self-checking can test if the printer is working properly. If the test list prints correctly, the printer is functioning (this excludes problems related to the connected interface to PC); otherwise, it needs repair.

Self-checking could print the software version number, print density, interface type, English characters, and some other characters by order.

Paper Jam:

When a paper jam happens, turn off the power supply, open the top cover **(wait for the print head to cool off)** then remove the jammed paper. After that, reload the paper roll and close the top cover. Using the recommended paper roll or one with the same quality would reduce the risk of paper jam.

5. Printer Maintenance

CAUTION: Do not touch the printhead, it is hot and sensitive to ESD (Electrostatic discharge)!

Before performing any cleaning procedure, turn off the equipment and unplug it. Allow time for the printhead to cool. Please note: problems or defects caused by lack of maintenance are not covered under the warranty.

Print Head Maintenance

When the printer has the following circumstances:

a) Printing is not clear
b) Some longitudinal columns on the page are printed inaccurately
c) There is a loud noise when feeding

Follow the steps listed below to clean the printhead:

1. Turn off the power supply and open the top cover. Remove the paper if necessary.
2. Allow enough time for the printhead to cool down.
3. Use a cotton cloth, dip it in absolute ethyl alcohol, and clean the surface of the printhead.
4. When the absolute ethyl alcohol is completely evaporated, close the top cover, and restart the printer.

6. Specifications

Printer Specifications

Temperature	32° - 104°F (0° - 40°C)
Humidity	25% - 80%
Printer Type	Thermal Receipt Printer
Paper Width	58mm
Power Source (INPUT)	100 - 240 VAC 60/50 Hz
Power Source (OUTPUT)	8.5VDC / 3.0 A
Power Consumption	25 Watts Max.
Cash Drawer	12VDC / 1.0 A
Noise Level	60dB Max.
Printing Speed	90mm/s
Product Weight	1.80 lb (0.80 kg)

Paper Roll Specifications

Paper Type	Thermal Paper
Paper Width	57.5±0.5mm
Paper Thickness	0.06～0.08mm
Paper Roll Diameter	Φ50mm

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