

# KMP-400 Portable Thermal Printer User Manual



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**Audit :**        **Lan Quanguo 2021.05.10**

**Standardize :**    **Li Peiyun 2021.05.10**

**Authorize :**    **Wang Huanyong 2021.05.1**

Tel: 0592-5517253    Fax: 0592-5231815

Company: Xiamen Cashino Technology Co., Ltd.

Address: 3-/F, Building 3, No.361 Qiaoying Road, Jimei District, Xiamen, China.

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# Cautions

Safety precautions before using the equipment, please remember the following safety regulations to prevent any damage or property loss.



## WARNING

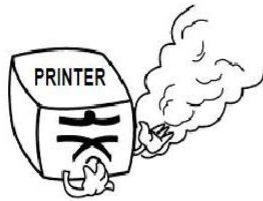
Violating following instructions can cause serious injury or death.

<p><b>Do not plug several products in one multi-outlet.</b></p> <ul style="list-style-type: none"> <li>• This can provoke over-heating and a fire.</li> <li>• If the plug is wet or dirty, dry or wipe it before usage.</li> <li>• If the plug does not fit perfectly with the outlet, do not plug in.</li> <li>• Be sure to use only standardized multi-outlets.</li> </ul> <p>PROHIBIT</p>	<p><b>You must use only the supplied adapter.</b></p> <ul style="list-style-type: none"> <li>• It is dangerous to use other adapters.</li> </ul> <p>ONLY SUPPLIED ADAPTER</p> <p>PROHIBIT</p>
<p><b>Do not pull the cable to unplug.</b></p> <ul style="list-style-type: none"> <li>• This can damage the cable, which is the origin of a fire or a breakdown of the printer.</li> </ul> <p>PROHIBIT</p>	<p><b>Keep the plastic bag out of children's reach.</b></p> <ul style="list-style-type: none"> <li>• If not, a child may put the bag on his head.</li> </ul> <p>PROHIBIT</p>
<p><b>Do not plug in or unplug with your hands wet.</b></p> <ul style="list-style-type: none"> <li>• You can be electrocuted.</li> </ul> <p>PROHIBIT</p>	<p><b>Do not bend the cable by force or leave it under any heavy object.</b></p> <ul style="list-style-type: none"> <li>• A damaged cable can cause a fire.</li> </ul> <p>PROHIBIT</p>

If you observe a strange smoke, odor or noise from the printer, unplug it before taking following measures.

- Switch off the printer and unplug the set from the mains.
- After the disappearance of the smoke, call your dealer to repair it.

TO UNPLUG



Keep the desiccant out of children's reach.

- If not, they may eat it.

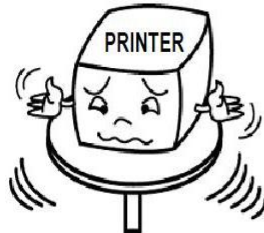
PROHIBIT



Install the printer on the stable surface.

- If the printer falls down, it can be broken and you can hurt yourself.

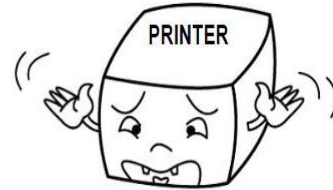
PROHIBIT



Use only approved accessories and do not try to disassemble, repair or remodel it for yourself.

- Call your dealer when you need these services.
- Do not touch the blade of auto cutter.

DISASSEMBLING PROHIBITED



Do not let water or other foreign objects in the printer.

- If this happened, switch off and unplug the printer before calling your dealer.

PROHIBIT



Do not use the printer when it is out of order. This can cause a fire or an electrocution.

- Switch off and unplug the printer before calling your dealer.

TO UNPLUG



◆ Operation Precautions

Be sure not to print continuously over 1meter, otherwise may cause damage to the printer head.

Water or other liquid should not spill into the printer, also the printer should not be appeared in the rain, or else may cause printer damage.

Please do not open the paper case cover when printing; otherwise the printer may work improperly.

If print with serial interface, should not unplug the interface cable in the course of printing, or else some printing data may be lost.

When print in Ir or IrDA mode, bus sure the Ir window of the host equipment face rightly the Ir window of the printer, the distance should be within the range of 50cm, and the angle should be within the range of 30°.

When print with Bluetooth interface, the communication distance should be within 10 meters, otherwise the printer doesn't print or prints rubbish codes.

Too high(50℃) or too low(-10℃)temperature and too high(80%) or too low (20%) relative humidity both effect the quality.

The print paper in poor quality or stored for too long time also may reduce the print quality even damage the printer.

In the black mark detecting mode, the printer requires that the preprinted black mark is accordant with the black mark specifications (details please refer to 4.2); otherwise the black mark can not be detected correctly.

Be sure to use up the power of the battery before charge it, as it can ensure the using life of the battery.

#### ◆ Storage Precautions

The printer should be placed in such an environment that the temperature is between -20℃ and 70℃, and the relative humidity is between 5% and 95%.

If the printer will be stored for a long time, please be sure to take out the battery, otherwise may damage the battery and printer.

Normal thermal paper can't be kept too long time. If you need to keep the receipt for a long period, please choose long term effective thermal paper.

The paper should be keep away from high temperature environment and point-blank sunshine.

#### ◆ Battery Safety Precautions.

Be sure to carefully read the user manual before using the produce.

Ignore the following instructions may cause battery overheating, fire, explosion, damage and/or performance, and reduced product life.

- 1) Risk of explosion if battery is replaced by an incorrect type.
- 2) Dispose of used batteries according to the instructions.
- 3) Do not allow water, sea water from entering or leaking into the battery inside. If the batteries internal safety device burn, when changing it, it may produce any abnormal current and/or voltage, and cause any abnormal chemical reaction, then may cause the battery overheating, fire and/or explosion.
- 4) Do not use or place the battery nearby the stove or other high temperature places. Excessive heats maybe damage the resin shell and/or the insulation materials, and then

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the battery may be caused overheating, burning and/or explosion.

5) When charging, use a specified charger. Other conditions (high temperature, high pressure/high current, using the modified battery charger, etc) excludes here may result in over-charging the battery and abnormal current and/or voltage, cause abnormal chemical reaction, and may cause the battery overheat, light and/or explosion.

6) Battery clearly marks with positive and negative. When connect the battery with the charger and/or printer, be sure to verify the correct battery orientation. Reverse insertion will cause the reverse charging and may cause abnormal chemical reaction, and then may cause the battery overheat, ignite, and/or explosion.

7) Do not make the battery contact with the power outlet and/or car cigarette lighter socket. This may cause high pressure and excessive current, and lead to the battery overheat, burning and/or explosion.

8) Do not heat the battery or put the battery into fire. This may melt insulation material and/or damage safety devices or safety equipment, then ignite electrolytic solution, and cause the battery overheat, burning and/or explosion.

9) Do not use the battery with contrary (+) and (-) Location. In the charging process, this will cause the reverse charging and may cause abnormal chemical reaction. During use, may appear unpredictable current exception, and cause the battery overheat, ignite, and/or explosion.

10) Do not make the battery (+) and (-) contact with any metal. Also, do not carry along or store batteries with metal objects, such as necklaces, hair clips and so on. Battery internal short circuit may cause excessive current, and lead to the battery overheats, ignite, and/or explosion and the adjacent metal objects (necklaces, hairpins, etc.) may be overheating.

11) Do not throw or heavy attack the battery. If internal safety device of the batteries burn, the battery charging may cause any abnormal current and/or voltage, and abnormal chemical reaction, and lead to the battery overheat, ignite, and/or explosion.

## 1.Overview

This product is an 4inch efficient portable printer with small weight, high durability and

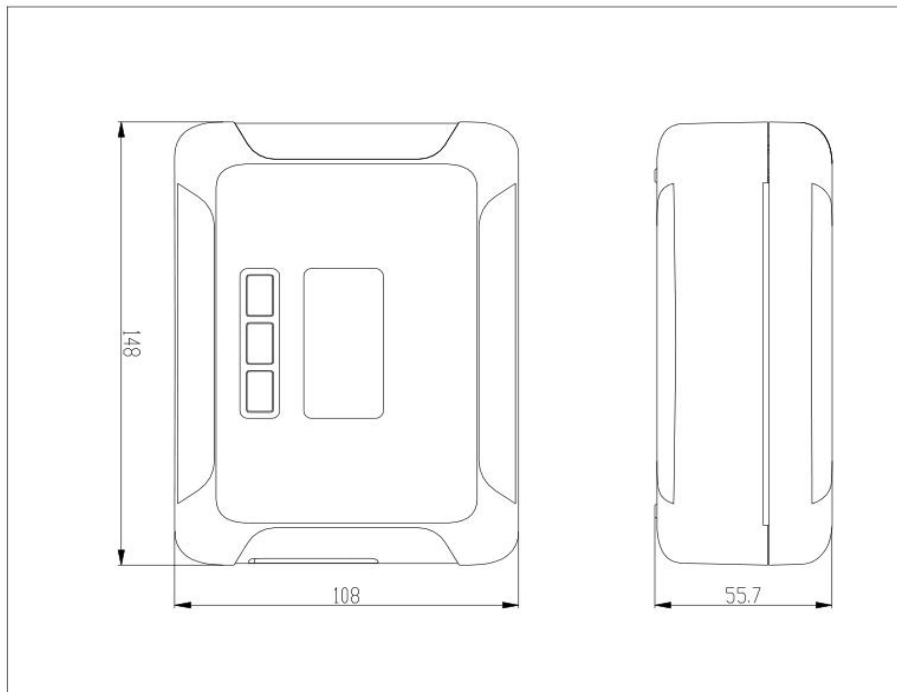
long printing time. It is widely used in mobile POS, retail, parking tickets, logistics, shipping, warehouse, Utility bills, etc.

## 1.1 Features

- ※ One-key opening; OLED status display
- ※ Support blank and pre-printed receipt printing
- ※ Waterproof and dustproof level up to IP54, still works in rainy outdoors
- ※ Anti-throw capacity can reach up to 1.2m (cement ground)
- ※ Support barcode printing as well as two dimensional barcode like QR code
- ※ 7.4V/2500mAh large capacity battery with low power consumption design and auto power off keep working longer
- ※ USB, Bluetooth, WIFI wire and wireless interfaces optional
- ※ supports Windows printing driver, and supports Android and IOS printing and developing.

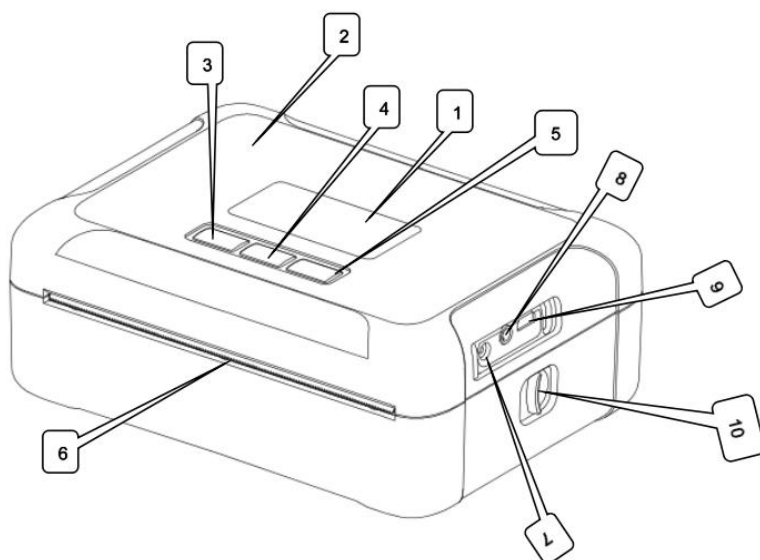
## 2. structure size and component

### 2.1 Appearance size

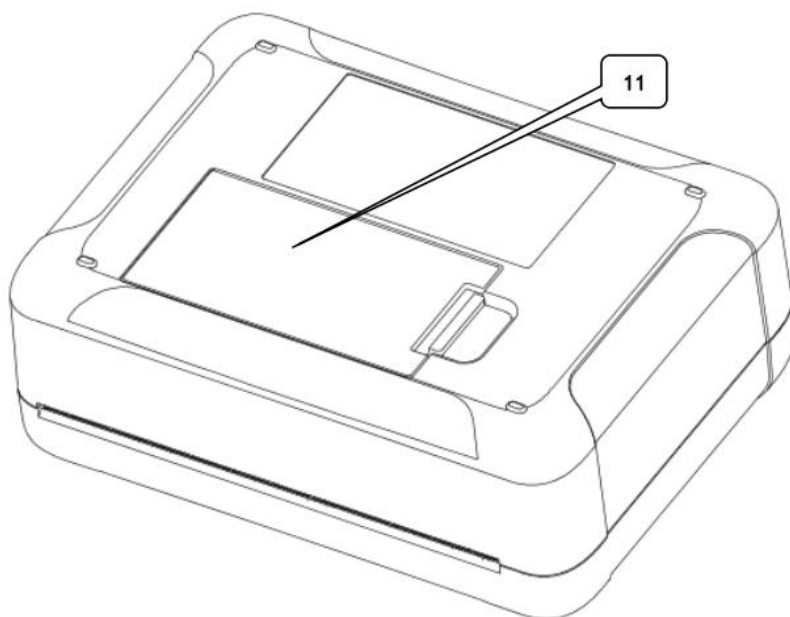


## 2.2 Printer component's name

### Frontage



### Backface



1.LED Display	2.Paper Cover	3.Power button	4.Selftest button
5.Feed button	6.paper exitance	7.DC port	8.Reserved interface
9.Type-c USB port	10.Open push button	11. Battery	

### 3.Specification

Model		KMP-400
Print	Printing metohd	Thermal dot line printing
	Printing speed	Max:70mm/s
	Resolution	203dpi(8dots/mm)
	Printing width	48-104mm
Paper spec	Paper width	34/44/58/60/80/82/104/112±0.5mm
	Paper roll diameter	Max:50mm
	Paper roll inner diameter	Min:13mm
	Paper Thickness	0.06-0.09mm
Physical	Dimension (W*D*H)	148*108*55.7mm
	Weight (g)	530g
	Color	Orange+black or green+white
Character	Print fon	ANK: 12x24 GBK:24x24
	Number of characters printed per line	ANK:32 GBK:24
Thermal head life		>50km(12.5% print density)
Barcode		1D: UPC-A,UPC-E,EAN-13,EAN-8,CODE39,CODE93, CODE128,CODEBAR,ITF25 2D: QR CODE
Interface		Wire:Type-C USB Wireless: Bluetooth V2.0/V4.0/WIFI
Battery		7.4V/2500mAH

Recharge adapter		Standard: 5V/1A USB port charging Optional: DC12V/1A charging
Driver/SDK		Windows Driver; Android SDK; IOS SDK; Linux SDK
Recharge adapter		Manual tearing
Command		Receipt printing: ESC/POS command
Abnormal detection		Paper out detection, Platen release, Head temperature, black mark detection(Optional)
Environment	Operating temperature	0°C~50°C
	Working humidity	20%~85%
	Charging temperature	5°C~35°C
	Charging humidity	20%~85
	Storage temperature	-20°C~60°C
	Storage humidity	5%~90%
Standard accessories		Type-C USB Data cable, battery, 5V/1A charging adapter, paper roll
Accessories Optional		12V/1A Recharge adapter

## 4. Preparation

### 4.1 Battery installation and precautions

When the battery leaves the factory, it is not loaded into the printer. Please put the battery into the battery slot.

Note: when using the battery for the first time, it needs to be fully charged. When the battery is stored for a long time, it also needs to be fully charged. The battery will achieve the best using effect.

### 4.2 Battery Charging

4.2.1 USB port charging/Recharge (5V/1A)

4.2.2. DC interface power adapter charging (12V/1A)

Plug the power adapter plug into the power socket, AC: 100V-240V (50-60Hz)

DC/USB interface inserted into the printer charging interface.

**Note:**

1. If the power adapter provided or recognized by our company may damage the printer
2. Do not take out the battery during charging.
3. Can be printed during charging.
4. If DC and USB plug in at the same time, the default DC interface is charged

### 4.3 Paper roll installation

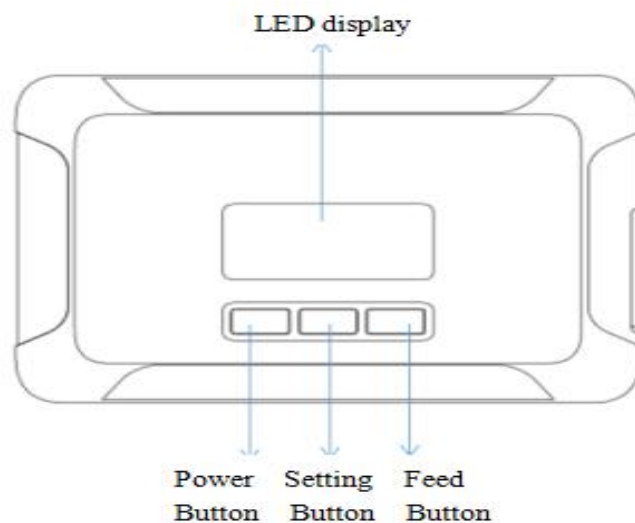
KMP-400 printer uses 50mm diameter thermal paper, The width can be selected as a thermist paper roll of /58/60/80/82/104/112mm as a consumable.

1. Remove the seal on paper roll.
2. Push the open button to open printer cover.
3. Put in the paper roll, the thermal surface is facing up;
4. Pull out some paper rolls and close the paper cover;

**Note:**

1. Please note the direction of the paper roll. You cannot print if put incorrect direction.
2. Please note to pull out part of paper roll.

## 5. Basic usage



### 5.1 Power on

Press power button for 2 seconds.


### 5.2 Power off

Press power key for 3 seconds when it is power on.


## 5.3 Paper feeding

Under normal working status, press the "FEED" button, the printer will start to feed the paper, and the paper will stop when feeding 40mm.

## 5.4 Settings

After Power on, press and hold the settings buttons 

(1) Set button:  Switch option

(2) Feed button:  Change the option content

(3) Save and exit: Press the power button or not operating the button within 5 seconds, the printer automatically save the settings and exit the set state.

(4) Print density: There are four types of printing black degrees, and different black degrees are adjusted according to different paper media.

(5) USB: You can select USB printing and virtual serial ports. After setting, you need to restart the printer to take effect.

(6) Speed: You can choose low speed, medium speed, high speed and maximum speed

(7) Ship shutdown: Press the paper key to select the automatic shutdown time, there is no shutdown, 10 minutes, 30 minutes, 60 minutes, 90 minutes, 120 minutes.

(8) Print self -test: Press the feed button, that is, start printing the self -testing page. The self -test page will list the specific models, program versions, Bluetooth names and addresses in the self -test page.

(9) Language selection: The types of language can be set here, including Chinese and English.

(10) Printing paper:

Select 58mm: 2 -inch printing mode,

Select 80mm: 3 -inch printing mode,

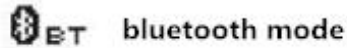
Select 112mm: 4 -inch printing mode.

After setting, you need to restart the printer to take effect.

## 5.5 Display description

### 5.5.1 Wireless communication mode

Icon description:



The icon here indicates the wireless communication mode of the current printer.




### 5.5.2 No paper status

When there is no paper, the LED display prompts that the printer has no paper.

### 5.5.3 Cover open status

This icon is used only in the cover open status. This icon displays when the printer cover is not close or close incorrectly.

### 5.5.4 Battery indicator

This icon  is used to indicate power. When this icon  flashes, it means that the power is insufficient. Please charge it in time. When this icon  appears, it means the charging state.

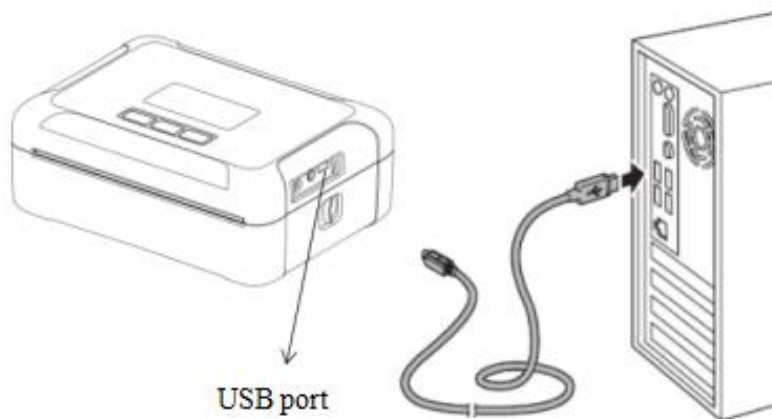
## 6. Communication

KMP-400 printer has two communication methods.

- ①. Wired: USB
- ②. Wireless: Bluetooth/WIFI

### 6.1 USB communication

KMP-400 printer has a mini USB interface, It is implemented through Type -C USB to USB2.0 interface



Note: The USB has two types, which are virtual serial ports and printing. The default is direct print.

① **USB as a print port**

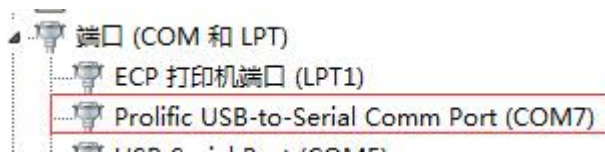
After the printer is connected to the computer with a USB, open the "My Computer" - "Device Manager" - "General Serial Bus Controller". You can see the "USB printing support" logo, indicating that it has been normalized and used normally.



② **USB as a virtual serial port**

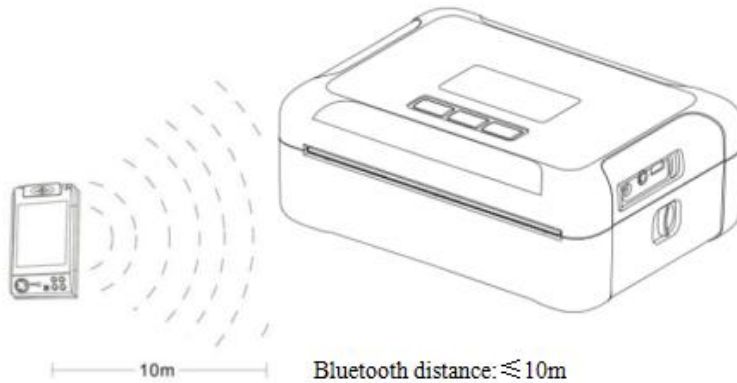
You must install the USB virtual serial port driver first.

After the printer is connected to the computer with a USB, open the "My Computer" - "Device Manager" - "Port". You can see this logo, indicating that the driver is successful and can be used normally.



Example: The printer unplugs the USB communication line. You can see that the logo in the figure above disappears, and the same logo appears after re-connection, indicating that the COM7 is the port number after the printer connects the computer.

## 6.2 Bluetooth communication



Matching method is as below:

1. Power on.
2. Main device searches for external bluetooth devices.
3. If you have more external bluetooth devices, select KMP-400 printer.
4. Enter the default password "0000" or obtained bluetooth password by printer self-test page.
5. Complete the matching.

## 6.3 WIFI communication

Printer can be connected to other sites, such as PDA and PC, support wireless LAN application mode of communication.

The wireless LAN environment (IP, SSID, authentication, encryption) can be checked through the self-test page.

**Noted :Printer IP address, cannot conflict with other terminal IP address**

Com: Setting by yourself.

Subnet Mask: In accordance with the router.

Gateway: In accordance with the router.

**Note: IP and gateway must be on the same network with routers.**

# 7. Maintenance

## 7.1 Daily maintenance of printers

1. Cleaning of the exterior of the printer and the paper bin: gently wipe the surface of the printer and the inside of the paper bin with a wring wet cloth.
2. Cleaning of the printing movement: the printing movement should be cleaned regularly,

especially when the printing quality drops. Method of cleaning: wipe the part marked with thick black frame with absorbent cotton dipped in anhydrous alcohol.

3. If water is found inside the printer, please shut it down immediately and take out the battery, and let the printer dry naturally.
4. If you do not use the printer for a long time, please remove the battery and store it separately.

## 7.2 use and save printing paper

1. Please avoid storing the newly purchased printing paper in direct sunlight or high temperature. Please do not tear the wrapping paper when saving.
2. The printed documents should be kept at room temperature (around 20 degrees Celsius) under the condition of keeping out of light, which can effectively extend the preservation time of the documents.
3. If the user's documents need to be kept for a long time, please choose our thermal paper.

## 8.Fault diagnosis

Fault phenomenon	Fault cause	Solution
It beeps 3 times continuously .	Paper out	Install the paper roll correctly
It doesn't print any content when feeding.	Install paper roll in opposite direction.	Re-install
Printing faint	Printer mechanism is Dirty without cleaning it	Clean the mechanism
	poor color on printing paper	Please set printing density and or use better quality paper
The printed ticket is getting blurry within months or even weeks	Bad quality of thermal paper	Please choose a thermal printer paper with a long shelf life
	The temperature of the environment in which the tickets are stored is too high	Please store at room temperature (around 20 degrees Celsius)
Printer auto power off	Battery power runs out	Please charge immediately
It beeps 7times continuously .	Black mark detection error	please put the right black mark paper

**Note: Using poor quality printing paper will cause the printer printing faint in a short time.**