

LPM-562 Thermal Label Printer

User Manual



Manufacturer: Xiamen Cashino Technology Co.,Ltd

Add: 4/F Building 3, No.361, Qiaoying Road, Jimei District, Xiamen, China. 361021

Tel: 0592-5517253

Web: www.cashinotech.com

Content

1.Overview.....	1
1.1. Brief introduction.....	1
1.2. Feature.....	1
1.3. Unboxing list.....	1
2. Product Specifications:.....	2
3. Appearance and size.....	3
3.1 Structure size (mm).....	3
3.2 Installation size (mm).....	4
3.3. Appearance.....	4
4. Basic usage.....	5
4.1 Buttons and Operations.....	5
4.2 Printer status description.....	5
4.3 Paper feeding.....	6
4.4. Detection Functions.....	7
4.5. Eliminating paper jams.....	8
5. Interface Description.....	8
5.1. Power XH2.54mm/4Pin.....	8
5.2. RS232 XH2.0mm/4Pin.....	9
5.3.USB PH2.0 mm/4Pin.....	9
5.4. LAN interface.....	9
6.Paper type.....	10
7. Troubleshooting.....	10
8. Daily maintenance.....	10
8.1. Precautions.....	10
8.2. Clean the print head.....	11
8.3. Clean the sensor and rubber roller.....	11
9. Transportation & Storage.....	11
10. Other precautions.....	12

Statement

We sincerely appreciate your use of our printer products! Before operating this product, please carefully read through this User Manual. It details the dimensions, specifications, functions, and general principles/methods for installation and operation.

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Safety instructions

Before operating the printer, please read the following precautions carefully:

1. Safety warning



(1) The print head is a heat-generating part. Do not touch the print head and surrounding parts during and at the end of printing.



(2) Do not touch the surface of the print head and connect the connectors to avoid damage to the print head due to static electricity.



(3) To ensure user safety and maximize printer lifespan, strictly adhere to all safety precautions, guidelines, and operating instructions during use.

2. Matters needing attention

(1) The printer should be placed in a flat and stable place;

(2) Leave enough space around the printer for operation and maintenance;

(3) The printer should be far away from water sources;

(4) Do not use and store the printer in places with high temperature, high humidity and serious pollution, and avoid direct sunlight, strong light and heat sources;

(5) Avoid placing the printer in places subject to vibration and shock;

(6) Avoid bending the power cord with force or heavy objects;

(7) Connect the printer's power adapter to an appropriate grounded socket, avoid using the same socket with large motors or other equipment that can cause power supply voltage fluctuations;

(8) If the printer will not be used for a long time, please disconnect the printer power adapter;

(9) Prevent water or conductive substances (such as metal) from entering the printer. Once it happens, turn

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off the power immediately;

(10) The printer must not print without paper, otherwise it will seriously damage the printing rubber roller and thermal print head;

(11) In order to ensure the printing quality and the life of the product, it is recommended to use recommended or equivalent quality paper;

(12) When plugging or disconnecting each interface, the power must be turned off, otherwise it may cause damage to the printer control circuit;

(13) When the printing effect meets the usage requirements, it is recommended that the user set a low-level printing density as much as possible, so as not to affect the service life of the print head;

(14) If you smell a strong smell of smoke or odor, please turn off the power, disconnect all interfaces, and then contact the supplier.

(15) Personnel who are not authorized by our company are not allowed to carry out maintenance without permission. Please contact our company for maintenance matters.

(16) Please keep this manual properly for reference.

1. Overview

1.1. Brief introduction

The LPM-562 is a thermal label printer with label peeling and liner take-up (liner retracting) functions, supporting labels with a maximum print width of 56mm. The printer integrates the print mechanism, control board, and automatic label peeling mechanism into a single, compact unit, offering a stylish appearance.

The LPM-562 utilizes a line thermal print head, known for its high-speed printing, low noise, strong reliability, high print quality, and compact structure. It is equipped with a dedicated engineering plastic peeling mechanism, ensuring stable, reliable operation and easy maintenance.

LPM-562 is mainly used for printing labels or receipts on electronic scales, and can also be used in other occasions where labels or receipts need to be printed.

1.2. Feature

- 1) Low noise direct thermal printing
- 2) With label peeling function and backing paper recycling function
- 3) Open channel design (easy to install the medium)
- 4) Can install large diameter paper roll 100mm(Max)

1.3. Unboxing list

- 1) Open the printer packaging and keep the packaging materials for future shipping needs.
- 2) Ensure you have all the items shown in Figure 1-1 and check for any shipping damage

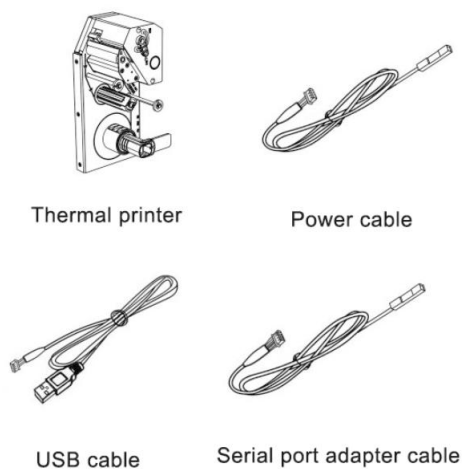


Figure 1-1

Note: The actual contents of the box are subject to the packing list.

2. Product Specifications:

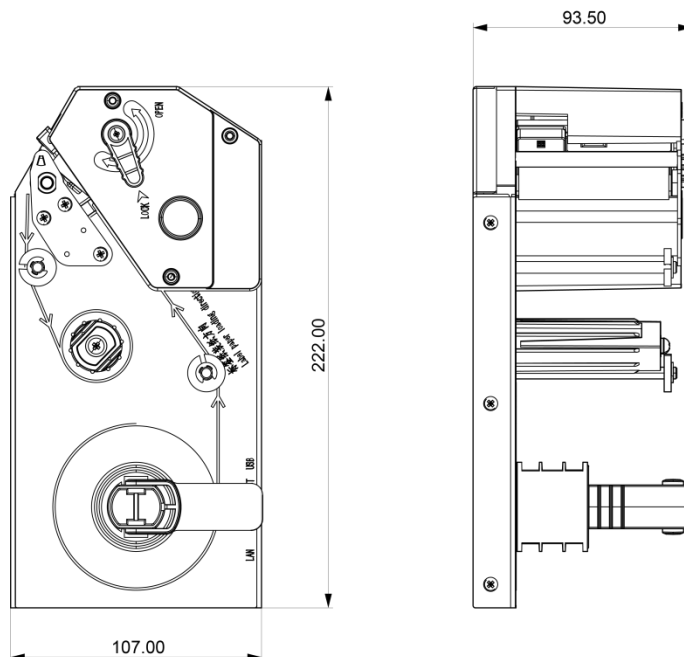
Print Parameters	Print Method	Thermal Printing
	Print Dot Matrix	448 Dots
	Resolution	203 Dpi (8 dots/mm)
	Print Width	56mm (Max.)
	Print Speed	120mm/s (Max.)
	Print Head Life	Max 100km
	Command	TSPL
Paper	Paper Type	Label Roll
	Paper Width	25-62 mm(adjustable)
	Paper Thickness	0.06-0.15mm(optional)
	Roll Diameter	Max.: 100mm
	Roll Core Diameter	Default 25.4mm,38.1mm for optional
	Paper Taken Method	Automatic peeling, liner retracting
Power Supply	Input Voltage	110V-220V
	Output Voltage	DC 24V 2A±10% / 12V 2A±10%
	Average Current	2A/2.5A (25% printing rate)
	Peak Current	6.5A
Character Set	Fonts	Font A: 12x24 Font B: 9x17 Chinese Characters: 24x24
	Print Fonts	GBK Chinese Character Set, ASCII Characters, etc.
Barcodes	1D	UPC-A, UPC-E, EAN13, EAN8, CODE39, ITF,

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		CODABAR, CODE93, CODE128
	2D	QR Code, PDF417
Reliability	Wear Resistance	100km (Max.)
	Impulse Count	100 Million
Interface		USB + RS232
Environment	Temperature:	0°C ~ 45°C
	Humidity	20-80%RH
	Storage Temperature	-20°C ~ 60°C
Physical	Dimensions (LxWxH)	222 x 107 x 93.5mm
	Weight	1KG

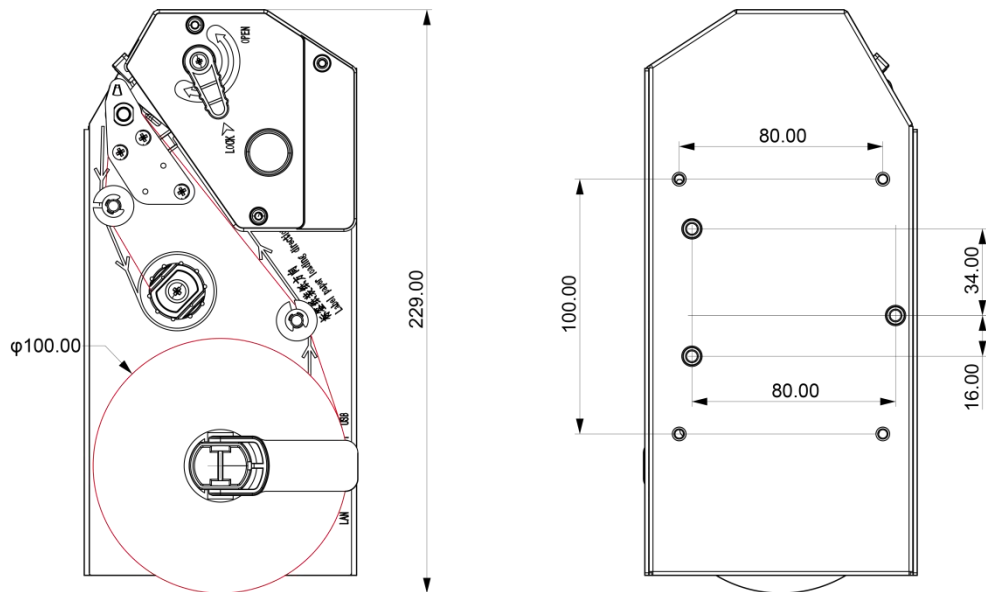
3. Appearance and size

3.1 Structure size (mm)

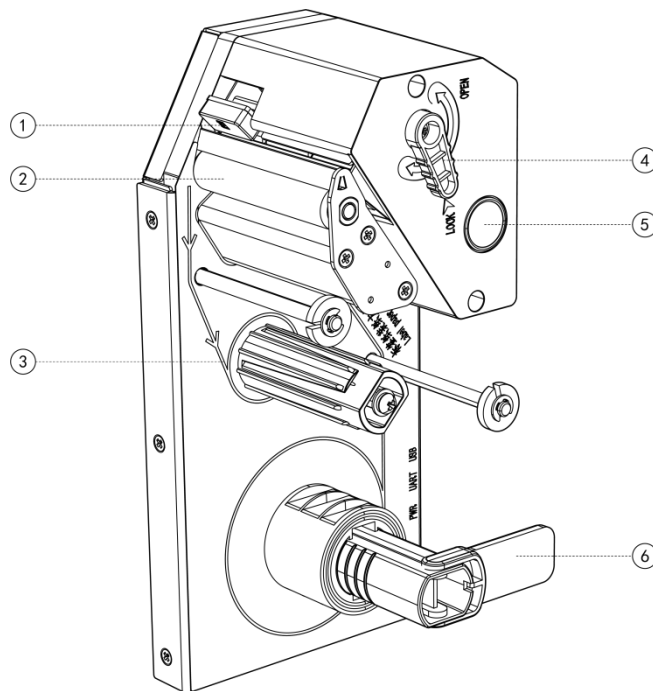


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3.2 Installation size (mm)



3.3 Appearance



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NO.	Description
1	Photoelectric Sensors
2	Printer roller
3	Liner Retracting Shaft
4	Cover opening Knob
5	POWER/FEED Button
6	Paper Guide Block

4. Basic usage

4.1 Buttons and Operations

1) Power On/Off:

Connect the power supply; the printer will power on automatically, and the green POWER indicator light will stay steadily lit.

To power off: Press and hold the printer's circular button for 5 seconds. The printer will shut down and the green POWER light will turn off.

To power on: Press and hold the circular button for 5 seconds again. The printer will start up and the green POWER light will stay steadily lit.

2) Feed/Print Self-Test Page:

Feed one label: Briefly press the printer's circular button once.

Print self-test page: Briefly press the circular button twice in succession. The self-test page will print basic information including the printer model, firmware version, system configuration, and interface type.

4.2 Printer status description

The indicator lights at the printer buttons are used to indicate the various states of the printer after it is powered on. The meanings are as follows:


Printer status	Indicator light	Buzzer
----------------	-----------------	--------

Working properly	Power Green	No sounds
Paper end	Red Light Flash 3 times	3 beeps
Paper not taken	Red Light Flash 4 times	4 beeps
Printer head over heating	Red Light Flash 5 times	5 beeps
Platen not pressed down	Red Light Flash 6 times	6 beeps
Positioning sensor error	Red Light Flash 8 times	8 beeps

Note: The printer uses a thermistor to monitor the print head temperature. If the print head temperature exceeds 65°C, the printer will issue an alert. If the temperature exceeds 65°C, the printer will cease printing and will only resume operation when the temperature drops back to 55°C.


4.3 Paper feeding

- (1) Load the thermal label paper roll into the paper roll holder

 **Note:** The paper roll should fall to the root of the paper roll; the paper runs in the direction shown in the figure during printing. Pay attention to the direction of the paper roll when installing.


- (2) Turn the cover opening knob to open the upper cover of the print head

(3) Peel off a few sheets of labels at the end of the thermal label paper, and the length of the backing paper after peeling is about 200mm. Then, as shown in the figure below, pass the thermal label paper around the pressing shaft and pass it into the paper passage from the opening of the paper passage. The first label is pressed on the printing rubber roller.

 **Note:** Make sure that the bottom edge of the paper reaches the support board, and the end of the first label should not exceed the peeling knife in front of the printing rubber roller.

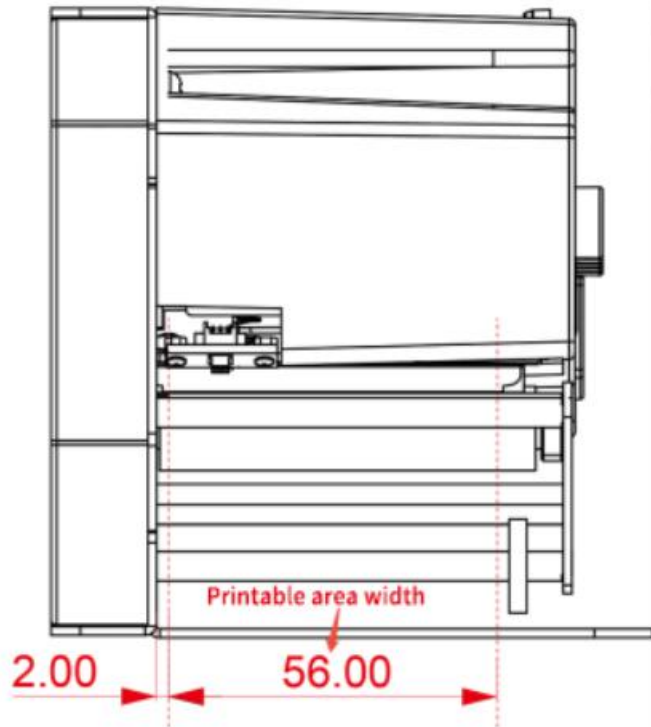
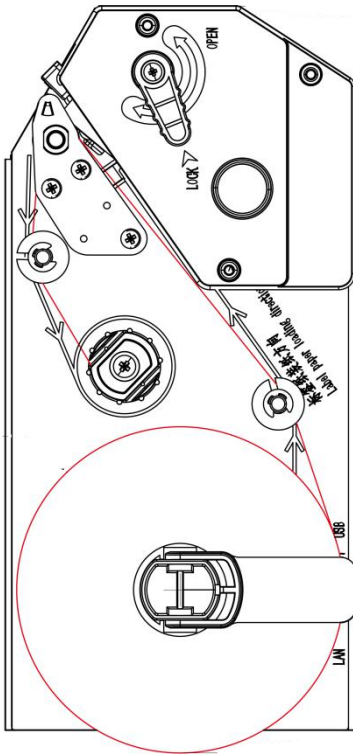
(4) Close the upper cover of the print head, and adjust the paper adjustment block up and down to a suitable position according to the width of the thermal label paper. Generally, it is recommended to adjust it to 0.5-1mm wider than the paper.

(5) Turn the backing paper of the thermal label paper around the peeling knife, the printing rubber roller and the backing paper backing shaft as shown in the figure below, and fix the backing paper on the backing shaft with the recycling paper clip, and then as shown in the following figure. Rotate the recovery shaft in the direction shown to make the backing paper in a taut state.

 **Note:** There is a symmetrical recycling paper clip groove on the recycling shaft, and the recycling paper clip should be inserted into the groove.

(6) After the label paper is installed, the label can be adjusted appropriately to determine the printing area position. The printable area is shown in the figure below.

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4.4. Detection Functions

1) Cover Open Detection:

The cover open detection sensor, installed on the right side inside the print head assembly, is activated when the top cover is closed and the latch presses down on the switch arm. When the top cover is opened, the printer enters an offline state.

2) Paper End Sensor:

If paper runs out during printing, the printer stops printing and issues a paper-out alarm. Printing resumes normally after paper is reloaded.

3) Paper Taken Sensor:

The paper pick detection sensor is located at the paper exit. It detects whether the printed media (label/receipt) has been removed. If the sensor detects media present (paper jam/still in place), it triggers Alarm. The next label will not be printed until the media is removed.

4) Gap Sensor(Label Positioning):

The printer defaults to Label Mode, using TSPL commands for label positioning. To perform gap/notch learning: Briefly press the FEED key to advance the media and allow the sensor to learn the gap/notch position. After opening/closing the cover, manually feeding paper (via FEED key), or printing a self-test page, the printer will automatically locate the next gap/notch position. After completing a driver print job, the printer will automatically position at the next gap/notch.

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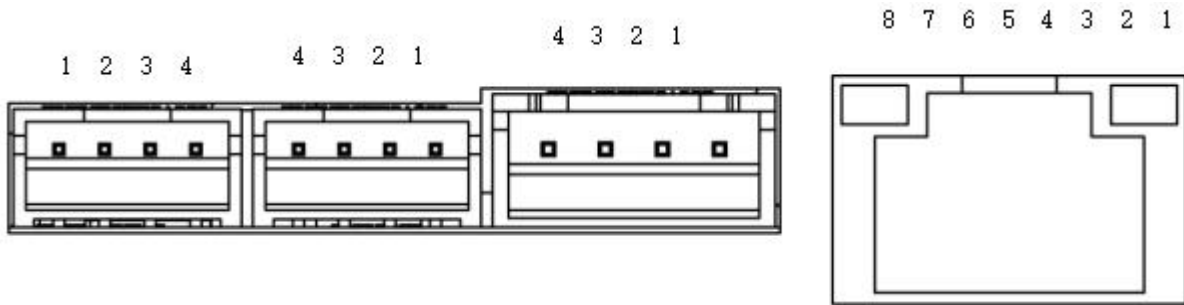
5) Over-Temperature Sensor:

When the print head temperature reaches 65°C, the printer issues an over-temperature alarm and stops printing. When the temperature drops to 55°C, the printer resumes the ready status and automatically continues printing.

4.5. Eliminating paper jammed

- 1) After a paper jam occurs, turn off the printer and remove the paper
- 2) Open the upper cover of the printer, rotate the cover opening knob of the module to separate the print head from the rubber roller, and remove the jammed paper.
- 3) Reinstall the label paper according to the paper assembly steps.

5. Interface Description



USB+RS232+DC+LAN(for optional)

Note: Interfaces are available as standard or customized; the actual interfaces present on the physical product shall prevail.

5.1. Power XH2.54mm/4Pin

Terminal No.	Signal Name	Description
1	VH	Positive power supply
2	VH	Positive power supply
3	GND	Ground
4	GND	Ground

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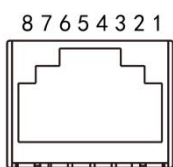
5.2. RS232 XH2.0mm/4Pin

Terminal No.	Signal Name	Description
1	DTR	Flow control
2	TXD	Transmission data
3	RXD	Receive data
4	GND	Ground

5.3.USB PH2.0 mm/4Pin

Terminal No.	Signal Name	Description
1	GND	Ground
2	D+	Data cable positive
3	D-	Data cable negative
4	NC	-

5.4. LAN interface



PIN No.	Signal Name	PIN No.	Signal Name
1	TX +	5	n/c
2	TX -	6	RX-
3	RX +	7	n/c
4	n/c	8	n/c

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6. Paper type

- 1) The printer can be used for thermal label paper with a width of 25-62mm and a thickness of 0.06-0.15mm. Customers using different types of labels need to customize the software to adapt.
- 2) If you need to print special size label paper, please contact *Xiamen Cashino Technology Co., Ltd.* for customization. Roll paper is applicable.

7. Troubleshooting

If the printer encounters a fault, refer to this chapter for the appropriate resolution steps. If the issue persists, please contact your authorized distributor or the manufacturer.

Issue phenomenon	Solution
Paper End, Red Light Flashes 3 Times	Reload paper
Cover Automatically Opens During Printing, Red Light Flashes 6 Times	The cover is not fully closed. Re-close the cover securely, ensuring the latch tab fully engages the cover fixing pin.
Printing Error, Red Light Flashes 8 Times	Label positioning error. Reload the paper and open/close the cover.
QR Code Prints Unclearly	Open the cover. Clean the print head with alcohol. Securely close the cover.
Paper Continuously Return During Loading	The paper exit sensor is being interfered with by strong light. Reposition the printer to avoid direct light on the paper exit sensor.
Blank Page Print	Paper isn't thermal type or the thermal side of the paper is not facing up

8. Daily maintenance

8.1. Precautions

- 1) Dust, foreign objects, adhesive residue, or other contaminants adhering to the print head or inside the

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printer can degrade print quality. If the print head is dirty, clean it using the method described below.

- 2) Power Off Before Cleaning: Always turn off the printer power before cleaning.
- 3) The print head becomes very hot during printing. Therefore, if you need to clean the print head, please turn off the printer power and wait 2-3 minutes before starting cleaning to allow it to cool down
- 4) When cleaning the print head, be careful not to touch its heating elements. Handle it carefully to prevent damage from static electricity.
- 5) Take care not to scratch or otherwise damage the print head surface during cleaning or handling.

8.2. Clean the print head

- 1) Open the printer's paper compartment cover. Using a cotton swab moistened with diluted alcohol, gently clean the print head surface. Wipe in a single direction from the center of the print head outwards towards the edges.
- 2) Wait 1-2 minutes for alcohol to fully evaporate before use.


8.3. Clean the sensor and rubber roller


- 1) Open the paper compartment cover; remove the paper roll.
- 2) Wipe dust/debris with a dry cloth or cotton swab.
- 3) Lightly dampen cloth/swab with medical alcohol; wipe away adhesive residue/contaminants.
- 4) Do not use immediately. Wait 1-2 minutes for alcohol to evaporate completely and components to dry thoroughly.
- 5) Clean these components as needed if print quality or paper detection declines.


9. Transportation & Storage

- 1) Place device on firm, stable level surface.
- 2) Use protective packaging (foam/bubble wrap) during transport.
- 3) Dropping may cause damage.
- 4) Avoid excessive moisture/dust.
- 5) Never place heavy objects on device nor stand/sit on it.
- 6) The device may fall or collapse, causing damage and possible injury
- 7) Unplug when not in use for extended periods.

10. Other precautions

 The instruction manual has been calibrated and reviewed. If there are any contents that have not been changed in time or have not been improved, please refer to the actual product or contact our company.

 If the user or a third party fails to follow the operating instructions or precautions and arbitrarily disassembles or repairs the equipment without authorization, the user shall bear the losses caused by product failure or damage.

 If any failure or loss is caused by using adapters or optional accessories not provided by our company, it is beyond the scope of our company's responsibility and you shall bear the consequences yourself.