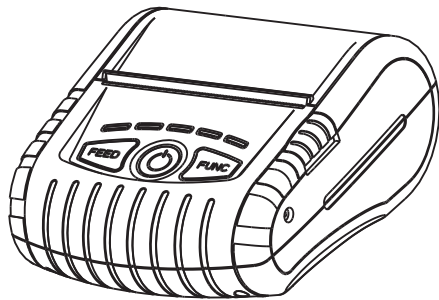


# User's Manual

## Specification

Line Thermal Printers

### KS-380 Series



Portable Thermal Receipt Printers

## Safety warning

- Only the supplied AC power adapter and lithium battery is allowed to use, otherwise it may cause device damage, battery leakage, fire, and even explosion.
- Do not put the battery into a fire or apply direct heat to it or disassemble it, otherwise cause the battery leakage, fire, and even explosion.
- Please remove the battery from the printer and store separately if the printer will not be used for a long period of time, otherwise cause the battery leakage.
- As the battery's liquid is corrosive, if there any case of operational mistakes to cause leakage, please wash immediately with plenty of clean water if skin or clothes contact it carelessly. If entering eyes, wash with plenty of clean water at once and seek medical advice.

## Safety notice

- Do not touch the paper tear-off knife.  
The print head is a heated part, please do not touch the print head and other parts around it during or after the printing process.
- Do not touch the print head and plug-in parts to avoid print head damage.
- Do not open the top cover when printing, otherwise may cause printer work failure.
- In order to get good print quality, and extend the device service life, we suggest that using the recommended thermal paper roll or which is the same quality of.
- Do not print when it's out of paper, which will seriously damage the print head and rubber roller.
- Make sure printer power is turned off when connecting and disconnecting the power cable or data cable.
- Do not let water or conducting material (eg. Metal) into the printer, please turn off the power immediately if happened.
- Please make sure to charge the battery for 60% or above and then remove the battery from the printer and store separately if the printer will not be used for a long period of time.  
Please keep this manual for your reference.

## Main Features:

- Paper roll diameter: 50±0.5mm
- Two kinds of Interface optional: USB+Bluetooth (standard), USB+WIFI (optional)
- Standby time: more than 36 hours for Wifi mode, more than 96 hours for BT mode.
- USB+Bluetooth: BT3.0 and BLE4.0, support Android and iOS system.
- USB+WIFI: AP/STA/AP+STA mode to set up the networks.
- Support USB virtual COM port for developing and testing by developer.
- Compatible with ESC/POS printing commands, support NV logo download printing, various 1D bar code and QR code.
- Low power consumption, good print quality, 50km mechanism lifespan.
- Support GB18030 Simplified Chinese, Big5 traditional Chinese, Korean, international character set and extended code pages.
- LED can be showed abnormal condition of the printer, battery capacity status, charging and connection status ect.
- Freely offer DLL, SDK, Demo for developing.

## Unpacking

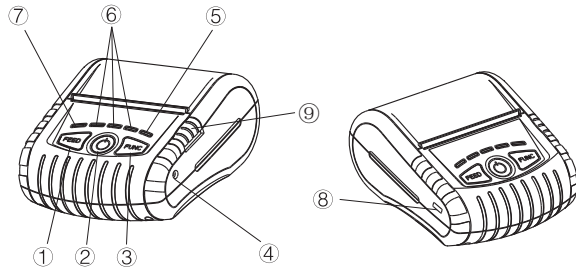
After unpacking the unit, please check that all the necessary accessories are included in the package.

User's manual	1pcs
Printer	1pcs
Lithium battery	1pcs
USB cable	1pcs
Power adapter	1pcs

## Technique Spec

Printing	Print method	Direct thermal line
	Print width	80mm
	Paper diameter	50±0.5mm
	Paper thickness	0.06~0.08mm
	Paper width	72mm (Max)
	Print speed	60mm/s (max)
	Paper cutting way	Tear-off
	Dot density	576dot/line
	Interface	USB+Bluetooth3.0/BLE4.0 (Standard) USB+WIFI (Optional)
Barcode & Character	Print commands	Compatible with ESC/POS
	Fonts	ANK Font: Font A: 12*24dots
	Character size	Font B: 9*17dots Simplified/Traditional Chinese Character, Korean: 24*24dots
	Fonts	GB18030, Big5, Korean
	Barcode	UPC-A/UPC-E/EAN(JAN)13/EAN(JAN)8/ CODE39/CODABAR/ITF/CODE93/ CODE128/QR code
Code page	Code page	PC437/Katakana/PC850/PC860/PC863/ PC865/West Europe/Greek/Hebrew/ East Europe/Iran/WPC1252/PC866/PC852/ PC858/IranII/Latvian/Arabic/PT151,1251/ PC747/WPC1257/Vietnam/PC864/PC1001/ Uygur/Thai
	Buffer	Data: 4K bytes NV Flash: 60K bytes
Physical Properties	Dimension	131*107*58mm
	Weight	430g (including battery)
Power	Power adapter	Input: AC220V output: DC 9V/1A
	Lithium battery	2200mAh/7.4V
	Charge period	3h-5h
Environment	Work Environment	Temperature: 0~45°C, Humidity: 10~90%
	Storage Environment	Temperature: 0~50°C, Humidity: 10~90%
Reliability	Mechanism	50km

## Printer parts:



1. Feed button
2. Power button
3. Function key button
4. Power port
5. Status indicator (Blue)
6. Battery status indicator (Green)
7. Error indicator (Red)
8. USB port
9. Cover open button

## Paper Roll Installation



a. Open the cover.



b. Correctly install the paper roll.



c. Close the top cover, keep 5mm of the paper outside.

## Battery Installation



1. Open the cover.



2. Insert the left side to install the battery at the rear of the printer, push the right side of the battery.



3. Close the cover.

Note: The printer can not be printed without using battery.

## Indicators, Beeper and Buttons:

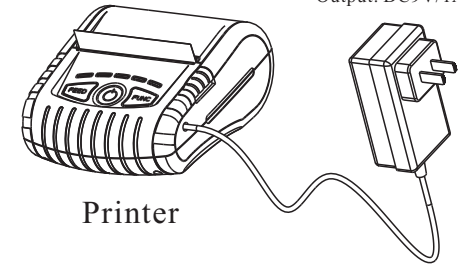
ERROR indicator (Red)	Battery status indicator (Green)	STATUS indicator (Blue)	Beeper	Status
OFF	OFF	OFF	No	Printer power off.
Blinking	ON	OFF	Yes	Printer power on, but out of paper.
Blinking	OFF	OFF	No	Printer overheated protection is activated.
OFF	ON	OFF	No	Printer is powered on and in normal print mode.
OFF	ON	ON	No	Bluetooth/WiFi connected.
OFF	Blinking	OFF	Yes	Low battery.
The green lights flash from left to right in turn.				Battery charging process.
Long press the power button for 3 seconds.				Printer power ON/OFF.
Press the POWER button and FUNC button simultaneously, wait for the green lights light in turn, then release the POWER button firstly, the red light and blue light lights up in turn, after the blue light dims, release the FUNC button; red light dims, the printer motor will vibrate.				Printer initialization
Printer power on, press the FEED button.				Paper feed
Press the FEED button and the POWER button simultaneously, wait for all the lights are bright, then release the POWER button firstly, wait for STATUS indicator (blue light) dims, then release the FEED button.				Print Self-test page
Press the FEED button and the POWER button simultaneously, wait for all the lights are bright, then release the POWER button firstly; after the blue light and red light dims in turn, then release the FEED button, meanwhile the printer prints out "Hexadecimal Dump" page, then printer is changed to Dump mode.				Hexadecimal Dumping
Printer power on, press the FUNC button.				Interface information

## Driver software

Connect printer with computer via USB cable, and then turn on the printer power, a U-Disk appears in computer, which saved the driver software into a zipped package. Please copy to your local disk for driver installation.

## Battery Charging

Input: AC100-220V  
Output: DC9V/1A



Printer

NOTE:

1. Charging the battery must be in the state of power-on.

## Troubleshooting

The following guide lists the most common problems that may be encountered when operating this printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

Problem	Possible Cause	Recovery Procedure
Printer doesn't detect the paper.	* The print head sensor is dirty.	* Please use soft brush to clean the sensor.
Printer doesn't power on.	* The battery is used up.	* Please use the original AC power adapter to recharge it and start again.
Poor print quality	* Poor media quality. * The print head is dirty. * The platen roller is dirty.	* Change proper media roll. * Please use the lint-free cloth with 100% ethanol to wipe the print head and the platen roller.