



# User Manual

## ACE H1 Thermal Printer





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# I. Instructions

ACE H1 is currently the smallest front paper exit direct thermal receipt printer in China, supports front and upper paper exits, easy to operate and high cost performance, and is widely used in many fields like shopping mall, supermarket, hospital, restaurant, bank, gasoline station, toll stations etc.

## Safety notes:

Please read carefully and obey strictly the following instructions before using this printer.









### 1.1 Safety warnings

-  **Warning:** Do not touch the cutting tools in the printer.
-  **Warning:** As the print head is the heat-generated component, do not touch it and its peripheral parts when printing is in progress or just finished.
-  **Warning:** Do not touch the surface of the thermal-printing head and its connecting parts to protect it from the damage of static.
-  **Warning:** this product is applies only in the conditions other than tropical condition.

#### **Warning:**














It belongs to the product grade A. It may cause the radio interference in which condition it is suggested users take practicable measures to avoid such interference.

### 1.2 Precautions





 The printer should be placed in a stable place without shock and vibration.	 Do not use or store the printer in the atmosphere of high temperature, humidity or heavy pollution.
 The power adapter of printer should be connected to a proper grounded receptacle and it should be avoid to share the same socket with other large electronic machines or equipment which may cause the mains voltage fluctuation.	 Avoid water or conducting materials (such as metal) to get into the printer, if it occurs, the power must be turned off immediately.
 The printer should not be operated in the condition of out of paper, otherwise it will badly damage the printing roller and the thermal printer head.	 Please cut off power supply of power adapter if unused for quite a long time.
 The users should not dismantle the printer by their own for maintenance or modification.	 Use only the power adapter provided together with the printer.


\* Please properly keep the user manual for your reference when needed.

## II. Main Features

 Front paper exit and upper paper exit	 Support NFC quick connect
 Support human voice remind	 Compact and portable, appearance attractive
 Compatible 80 and 58 paper rolls	 Paper saving
 Support interfaces of USB, Ethernet and cashbox	 Characters can be enlarge, bolded and underlined, and the character line spacing, left and right spacing can be adjusted.
 Support the printing of the bitmap and downloaded figures with various densities	 Print at a high speed of 250mm/s
 Low power consumption and operation costs	 Compatible printing instruction sets of ESC and POS
 Support for the grayscale printing	

## III. Instructions on technical specifications


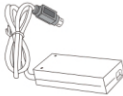


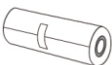



<b>Printing method</b>	Line thermal printing (QR code also can be printed.)	
<b>Paper width</b>	79.5±0.5 mm	
<b>Effective width of printing paper</b>	72mm	
<b>Effective resolution</b>	203dpi (8 dots per mm )	
<b>Printing speed</b>	250mm/s MAX	
<b>Print head property</b>	Print density : 576 dots/line or 384 dots/ line	
	Operating life : 150km	
<b>Printer interface</b>	<div> Ethernet    USB    DK    DC24V</div> <div>Ethernet   USB   Cashbox   Power</div> <div>Cashbox power supply (6 lines RJ-11 socket, output volts DC 24V/1A to drive cashbox operation)</div>	
<b>Printed character</b>	ASC II character set	12x24 dots, 1.25 (width) x3.00 (height) mm
<b>Parting tool</b>	Support the function of unwinding the paper	

	<b>Chinese character library of international first and second level</b>	24x24dots, 3.00 (width ) X 3.00 (height ) mm
	<b>International code</b>	48 kinds of international languages such as PC437, Katakana,PC850, PC860, PC863PC865, WPC1252, PC866, PC852,PC858 and so on.
	<b>Barcode printing</b>	Support 9 kinds of barcode printing like UPC-A, UPC-C,EAN-13,EAN-8,CODE39,ITF,CODEBAR, CODE93,CODE128 etc.
<b>Printing paper index</b>	<b>Paper type</b>	Thermal printing paper
	<b>Recommended thermal paper roll</b>	Size:AF50KS-E Manufacturer: Jujo Thermal Oy(Finland)
		Size: TF-50KS-E Manufacturer: Nippon Paper Industries CO., Ltd.
	 <b>Notes:</b> <ol style="list-style-type: none"> <li>1. It's suggested to use the recommended thermal paper or the one with the equal quality, or it will affect the printing result and shorten the operating life of thermal printer head.</li> <li>2. Do not use the paper roll whose end is pasted on the axis of the roll, or it may damage the printer.</li> <li>3. If the thermal paper is polluted by the chemical agents or oil, it may fade and affect the print result.</li> <li>4. Do not use hard materials to rub against the surface of paper, or it will cause the color fading.</li> <li>5. The paper will fade if the ambient temperature is over 70 °C. Therefore, please pay special attention to the effects of the temperature, humidity and illumination.</li> </ol>	
<b>Printer reliability</b>	6x10 <sup>6</sup> lines (MCBF)	
<b>Instruction type (compatible in the printing instruction sets of ESC/POS )</b>	Character printing	Support ANK. Width, height and character spacing of the user-defined characters and Chinese characters can be adjusted.
	Bitmap printing	Support the printing of the bitmap and downloaded figures with various densities.
<b>Power adapter</b>	Adapter input voltage	AC 110V/220V,50~60HZ
	Adapter output voltage	DC 24V/2.5A
	Printer input voltage	DC 24V/2.5A
<b>Weight</b>	About 1.3kg (excluding the paper roll)	
<b>Size</b>	131 (Length) x 127 (Width) x 129 (Height) mm	

<b>Environmental adaptation</b>	Operation temperature: 0~40℃	Operation relative humidity:20~70%
	Storage temperature: -20~70℃	Storage relative humidity: 5~95%

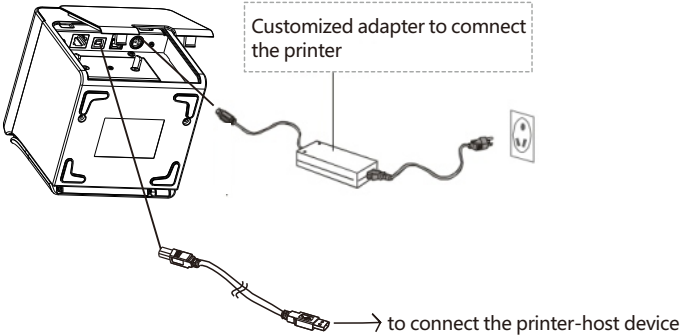
## IV. Installation and operation of the printer

### 4.1 Unsealing of the printer

 Printer-host device	 Power adapter	 Power line	 Quick Installation Guide
 Paper roll	 CD	 USB cable	 Optional component 58 paper tray

\* Please check the parts when opening the box, if there is something missed, please contact the supplier or the manufacturer.

### 4.2 Connection method of the printer




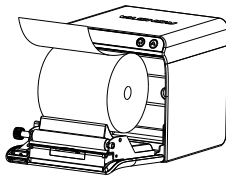



Please use the customized power adapter provided together with the printer.  
Connection as shown in above figure.

## ⚠ Attention

1. Firstly, plug in the printer power supply connector DC24V, then turn on AC220V power and turn on the power switch, please do not in a opposite order for avoiding the damage of the machine.
2. Using inappropriate power adapter can cause bad print quality, or even damage the printer.
3. Do not connect the phone line to the cash box interface, otherwise the printer and phone may be damaged.
4. When you plug in or out the printer power cord, please hold the place where has an arrow on the printer power connector (Do not plug out the connector by holding printer power supply cord). Forced to plug out printer power supply cords by pulling power connector cords may cause the damage of the printer or the power adapter.

### 4.3 Installation of paper rollers

ACE H1 printers use 80.0 mm thermal paper rolls, and it has easy paper loading mechanism which can make loading paper more convenient. Thermal paper installation method is as follows:

<div style="border: 1px dashed gray; padding: 5px; display: inline-block; margin-bottom: 10px;">Opening button</div> 	
Confirm to open the printer's front cover	Confirm to open the printer's upper cover
<div style="display: flex; justify-content: space-around; background-color: #f4a460; padding: 5px;"> <span>1</span><span>2</span><span>3</span><span>4</span> </div>	
 <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <p>The wrong direction</p> </div> <div style="text-align: center;">  <p>The right direction</p> </div> </div>	
<p>Confirm that the paper rolls printing is facing forward and put the paper roll into the printer; then pulling the paper roll out of upper cover.</p>	<p>Close the front cover of the printer, press forward until the cover locked with a sound.</p>

## V. Switches, buttons and indicator lights of the printer

### 5.1 Power switch

Power switch is used to turn on/off the printer. The power switch of the printer lies on the left side of the printer. Press the switch for several seconds, the printer will be turned on. When the printer is on, do the same and it will be off.



#### Attention

Only turn on the switch when connecting the power supply.

### 5.2 Self-check test of the printer

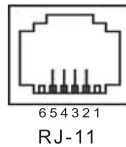
Self inspection can detect whether the printer works correctly. If you can print the check-list correctly, you will get the information that in addition to connection with the host interface, the printer is working good, otherwise you may need to repair.

Self inspection of the printer is printing a software version number, print density, interface type and English characters and some of the Chinese characters in order.

Inspection and operating method is: after the printer connected, press and hold the paper feeding button and then turn on the power of printer, printer will print out self-test page.

## VI. Cashbox port of the printer

The cash box of the printer port using the RJ-11 standard, plug with 6 cords and output DC 24V/1A power signal to drive the cash box movements. Plug the cash box RJ-11 crystal head into the cash box interface to open the cash box through printer.



Pin functions of printer's cash box interface is defined as follows:

Pin No.	signal	Instruction
1	GND	Power ground
2	DK1	Cash box 1# cathode
3	DK-1N	Open detection
4	PWR	Power supply/cash box anode
5	DK2	Cash box 2# cathode
6	GND	Power ground



## VII. Printer cleaning

### 7.1 Clean the printer head

When one of the following condition occurs, you have to cleaning the printing head

- ✓ Printing not clear
- ✓ Printing page longitudinal column is not clear
- ✓ Paper feeding noise

#### Print head cleaning steps

1. Turn off the power of printer and open the upper cover. If there is paper, remove the paper;
2. If you have just finished printing, you should wait until the print head cool completely;
3. Erasing dust and stains of the printing head by a soft cloth dipped in ethanol (wring the cloth and dry it).
4. When the anhydrous alcohol was fully evaporated, close the upper cover and try again

### 7.2 Cleaning sensor

When the printer appears one of the following conditions, you should clean the paper out sensor.

- ✓ During printing, printer occasionally terminate printing, Out of paper will alarm
- ✓ Out of paper not alarm

#### Cleaning steps of paper out sensors

1. Turn off the power of printer and open the upper cover. If there is paper, remove the paper;
2. Erasing dust and stains on the surface of the sensor by a soft cloth dipped in ethanol (wring the cloth and dry it).
3. When the anhydrous alcohol was fully evaporated, close the upper cover and try again.

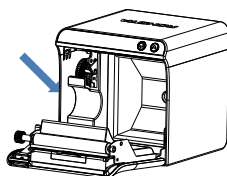


### Attention

1. Printer maintenance is must in the condition that the power supply is turned off.
2. Do not touch the print head surface with hand and metal goods. Do not use tweezers and other tools to scratch the print head, printing rubber rollers and sensor surface.
3. Do not use gasoline, acetone and other organic solvents.
4. Only when the anhydrous alcohol was fully evaporated can we turn on the power to continue printing.

## VIII. Paper jam elimination method

When the printer jam occurred, first turn off the power of the printer, open the upper cover of the printer, remove stuck in the paper carefully after waiting for the print head cooling, and then right on paper, close the upper cover. It is not easy to jam if the printing paper selected is recommended or similar quality or its width is in conformity with the provisions.



## IX. Malfunction elimination

When the printer failed, you can refer to the corresponding processing section. If you are still unable to remove the fault, please contact distribution dealer or manufacturer.

### 9.1 Indicator light on the control panel fail to work

Check whether the power cord correctly inserted into the printer, power adapter and power socket. Check that the printer electrical source switch is urn on or not.

### 9.2 Indicator light function well, but the printer fail to work

Run the self-test to check whether the printer is working properly. If It can not self test, please contact the dealer or technical service personnel.



**If the self-test is normal, check the following content**

1. Check the interface on both ends between the printer and the computer. At the same time confirm the connection is to satisfy a printing machine and computer specifications.
2. Data transfer settings between printers and computers may differ. You can use the self checking to print interface setting of the printer. If the printer can't print, please contact the dealer or technical service personnel.

## X. Printer driver

There are two kinds of driving methods of ACE H1 printers. One is to install driver directly under Windows9x/ME/2000/XP, and another is to use a network port and drive directly.

### 10.1 Driver installation under Windows

In the Windows you could add printer, and drive plate driver specified file to the Windows, just need to transfer the print command and you can begin to print. In this way, the fact is the printer driver in Windows converts characters into graphic dot matrix to print.

### 10.2 Direct drive of serial ports

In this way, it doesn't need to use the driver, only need to output the characters directly to the port, and the printer in the department of hard word stock could achieve conversion print of character font. The printing way could change to line printing from page printing if you use port direct drive way and it is convenient to control print.

It needs to use the instruction set to control the printer to print if using port direct drive, and ACE H1 printing machine internal has integrated the ESC/POS command set.



Service hotline **400-800-0596**  
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