

JAY Direct Thermal Print POS Receipt Printer Model 4230 works with POS PC Terminals with a USB I/O Port

JAY Printer Driver Software v1.1 supports Microsoft Windows Operating Systems: XP SP3 32bit; Vista SP2 32/64bit; 7 SP1 32/64bit; 8 32/64bit; 8.1 32/64bit

Features

- 2 1/4" / 58. mm Paper Roll
- 100mm Print Speed
- 12VDC RJ11 Cash Drawer Jack
- USB POS Terminal I/O

In Box with Printer

- USB Interface Cable
- Power Supply Adapter
- Power Supply Adapter Power Cord
- Starter Paper Roll.

No CD is included. Download software from Company Web Site. See "Install Printer Driver Software ..." below



Setup Procedures - Tasks must be performed in sequential order as follows:

Install Thermal Paper Roll into Printer:

1. Open printer cover
2. Place paper roll in printer with cut edge down facing forward.
3. Pull-out some paper.
4. Close cover. Press down. Avoid error position of paper roll.



Install Paper Roll

Connect the Printer to the POS Terminal:

1. Make sure printer power is OFF.
2. Connect applicable IFC to the USB I/O connector port in back of the printer.
3. Connect other end of the IFC to a USB connector port on POS terminal.

Prepare Cash Drawer for Operation (if user's cash drawer is used):

1. Open cash drawer by turning front drawer lock to the left.
2. Remove the hold-down tape from installed cash tray &/or coin till.
3. Make sure that cash tray &/or coin till are seated flat in the drawer.
4. Connect cash drawer to the POS Receipt Printer.



Power Switch

Perform Printer Self-checking Function:

1. Connect the Power Supply Adapter to the POS Printer:
 - a. Connect the Power Supply Adapter Cord to an AC wall outlet.
 - b. Connect the Power Supply Adapter Cord to the Power Supply Adapter.
 - c. Connect the Power Supply Adapter Cord to the Printer.
2. Make sure printer POWER SWITCH is in OFF position.
3. Press FEED button & hold down.
4. While FEED button is pressed & held down turn POWER SWITCH to ON.
5. The Self-Check List prints.



Control Panel

Install Printer Driver Software v1.1 onto POS Terminal:

1. Download the Printer Driver Software v1.1 from the Company web site: www.jaysystems.com.
 - a. Click on Products.
 - b. Click on Printers.
 - c. Scroll to bottom of listing & find "JAY Printer Driver Software v1.1".
 - d. Scroll to "Series 6200 80mm Printers (Models 6210 & 6220).
 - e. Click the title "Series 6200 80mm Printers" to download software. Menu is displayed.
2. Click on Install Driver:
 - a. Wait for installation to complete.
 - b. Close separate window.
3. Click on USB Interface:
 - a. Drop-down menu appears.
 - b. Select USB Interface.
 - c. If USB Interface cannot be selected see NOTE 1 under "Trouble Shooting".
4. Click on USB I/O Port #:
 - a. USB I/O Port # Drop-down Menu appears.
 - b. Select USB port from drop-down menu
 - i. USB port is usually lowest # in menu.
 - ii. If a USB I/O is not available perform USB I/O maintenance or see Installation Support under Trouble Shooting.
 - iii. Switching USB ports or using USB hubs will change port #.



USB I/O, Cash Drawer I/O, Power Cord

Perform Test Operation:

1. Press Test:
 - a. Printer prints "Testing" on receipt.
 - b. Cash drawer opens (if one is installed with system).
2. If cash drawer does not open:
 - a. Check connections.
 - b. Redo Setup Procedures.
3. If drawer continues to not open see NOTE 2 under "Trouble Shooting".

End of Setup Procedures

Fix Printer Paper Jam

1. Power OFF printer.
2. Wait for the print head to cool if it has just finished printing.
3. Remove paper jam.
4. Reload the paper roll & close cover.
5. Power ON printer.

Trouble Shooting

NOTE 1 - Selecting USB I/O Port

When selecting USB as the interface & no connection is made, different messages may appear on screen. For instance, "All USB interfaces in use, please delete any unused USB printers and make sure your printer is plugged in and turned on". The problem lies with the PC I/O ports. PC maintenance needs to be performed. Some PC corrective actions that can be performed by the user:

1. If a "line" printer is also attached go into the printer properties & change the port to USB002. The "line" printer likely has USB001. Since the printer has moved around between ports it could even be USB003 or USB004.
2. If all USB I/O ports are shown as "occupied" & devices are actually connected, then a port extender may be needed
3. Run the installer again after plugging the POS receipt printer into another USB port.
4. If problem persists see NOTE 3 below.

NOTE 2 - Printer prints, Cash Drawer Does Not Open

1. Determine if the system application program software ("SAPS") communicates with the printer/drawer driver by Driver Based Communications or Direct Based Communications.
2. Driver Based Communications is handled automatically through the printer driver which controls the opening the cash drawer. Therefore, this method should not be causing the cash drawer to not open.
3. Direct Based Communications SAPS has Drawer Open Codes that are programmed into the SAPS to allow the drawer to function. These Codes are in the format expected by the system application program. The Codes need to be changed.
 - a. Manually enter the Cash Drawer Open Codes.
 - i. Try values from "Codes" column.
 - ii. If values from Codes column do not work, try "Alternate Codes."
 - b. If the Codes are fixed contact the software vendor to request that the SAPS be changed to allow manual entry of the Printer/Cash Drawer Open Codes.

| Printer/Cash Drawer Open Codes | | |
|--------------------------------|--------------|------------------|
| Format | Codes | Alternate Codes |
| Decimal | 27, 112, 0 | 27, 112, 0, 0 |
| Hex | 1B, 70, 0, 0 | 18, 70, 0 |
| ASCII | ESC, p, NUL | ESC, p, NUL, NUL |
| ASCII Carat Notation | ^[p!! | ^[p! |
| Generic Text Only Driver | <1B>p<00 > | <1B>p<00><00 > |

NOTE 3 - Qualified IT Services.

1. Hire a local qualified IT service to perform maintenance to the PC.
2. Contact the Company approved 3rd party IT Service:
Baker Technology Service LLC / email: btechserv@mchsi.com

Questions? Contact the Company by email: jay@bletzing.com containers.

Operational Features & Functions

Printer Control Panel:

1. POWER Indicator appears when printer connects to power supply.
2. ERROR Indicator appears when ...
 - a. Printer overheats.
 - b. Paper roll is in low supply.
 - c. Paper roll cover & cutter replacement are installed incorrectly.
 - d. When paper jams ERROR Indicator flashes. See Fix Paper Jam.
3. PAPER Indicator appears when paper roll is in low supply and/or paper is installed backwards.
4. FEED Button feeds paper as required.

Printing Settings

1. Default rules are marked by "X".
2. User may change default rules as required.
3. Press "Printer Settings" in main menu. 1st Menu Screen Path appears.
4. Make changes if required.
5. Proceed to next Menu.
6. Shaded areas not supported.

| Menu Screen Path | Features & Functions | Default |
|---|----------------------------------|---------|
| Printing Preferences Paper / Quality Tray Selection | Paper Source | |
| | Automatically Select | X |
| | Upper Paper Tray | |
| | Media / Cash Drawer | |
| | No Cash Drawer | |
| | Open Cash Drawer After Printing | |
| Advanced Options Paper / Output | Open Cash Drawer Before Printing | X |
| | Paper Size | |
| | 210 mm (8") | |
| | 297 mm (12") | |
| | 3276 mm (129") | X |
| | Copy Count | |
| Advanced Options Document Options | (1) Copy | X |
| | (x) Copies | |
| | HalfToning | |
| | Auto Select | X |
| | Super Cell | |
| | Dither 6x6 | |
| | Dither 8x8 | |

Printer Maintenance

General

1. Power OFF printer when performing t any maintenance.
2. Do not touch the surface of the print head with your hands or metal object
3. Do not scratch the surface of the print head, sensor or print roll with tools.
4. Do not use oil or acetone for any maintenance.

Clean print head when the following conditions occur:

1. Printing is not clear.
2. Some longitudinal columns on the paper print out are vague.
3. Loud noise when feeding.
4. Procedures for maintaining the print head:
 - a. Power OFF printer and open the top cover. Remove the paper if necessary.
 - b. Wait for the print head to cool if it has just finished printing.
 - c. Use the cotton cloth. Dip it in absolute ethyl alcohol to clean the print head surface.
 - d. Close cover. Power ON printer after absolute ethyl alcohol is completely vaporized.