

**JAY Model 4330 Direct Thermal Print POS Receipt Printers works with PC POS Terminal by USB I/O**

**Quick Overview**

- 2 1/4" / 58mm Thermal Paper Roll
- 150mm Print Speed
- 64KB Logo Non-volatile (NV) Flash Memory
- USB I/O for PC POS Terminal
- 24V Power Output for 24V Cash Drawer
- RJ12 Jack for Cash Drawer



JAY Model 4330  
POS Receipt Printer



JAY Model 4330  
USB I/O



USB  
Interface Cable



24V Power Supply  
Adapter



Power Supply  
Power Cord



Starter  
Paper Roll

**In Box with Printer**

- USB Interface Cable
- 24V Power Supply Adapter
- Power Supply Adapter Power Cord
- Starter Paper Roll.

**No CD is included. Download driver software from Company Web Site as instructed below.**

Control Panel Functions	
<b>Power</b>	Power light appears when connected to the power supply.
<b>Error</b>	Error light appears under the following conditions: 1. Printer overheats 2. Receipt paper low. 3. Paper roll cover &/or cutter replacement error. 4. Paper jams. ERROR flashes. See "Fix Paper Jam".
<b>Paper</b>	Paper light appears when the paper roll is low &/or wrong paper roll size is installed.
<b>Feed</b>	Press paper feed button to advance paper length.



Control Panel

**Installation Procedures - Perform tasks 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.
5. Drawer Lock Functions:
  - a. LOCK OPEN (Straight up & down) - Normal operating status.
  - b. LOCK CLOSED (Turn Key right) - Cash drawer does not open.
  - c. MANUAL OPEN (Turn Key left) - Emergency drawer entry

**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.



Power Switch

**Install Printer Driver Model 4330 Software v2.1 onto PC POS Terminal**

1. Download Printer Driver Series **4330 Software v2.1** from the Company web site: [www.jaysystems.com](http://www.jaysystems.com).
  - a. Click on "Products".on top of Home Page.
  - b. Click on "Printers" from listing on Product page.
  - c. Scroll to bottom of Printer Page.
  - d. Click on **4330 Printer Driver** in software box.
  - e. Driver menu appears.

**To continue installation, follow the instructions in the Driver Menu on the PC Display Screen.**

**Query Multiple Menu Screens of Applicable Printer Features & Functions for information & to make changes as needed.**



**Trouble Shooting**

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.

**NOTE 1 - Selecting USB I/O Port**

When selecting USB as the interface & no connection is made, the problem lies with the PC I/O ports. 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", etc. PC maintenance needs to be performed. Some PC corrective actions that can be performed by the user in lieu of a professional IT:

1. If a "line" printer is also attached to the terminal, 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 3<sup>rd</sup> party IT Service:  
Baker Technology Service LLC / email: btechserv@mchsi.com

**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.

**QUESTIONS?**

**Contact the Company by email: [jay@bletzinger.com](mailto:jay@bletzinger.com)**

**NOTICE**

1. **Inspect Printer within 1<sup>st</sup> 24-hours of Receipt** - Check for damage or missing items.
2. **If Printer Arrives Damaged** - Contact customer service by email: [jay@bletzinger.com](mailto:jay@bletzinger.com). Do not remove any screws or attempt to repair printer. Warranty & shipping insurance will be voided.
3. **In Case of Return** - Save original cash drawer shipping carton. Product must be returned in the original carton(s). The Company does not provide replacement shipping containers.
4. **Warranty** - Extends to printer that are used under normal operating conditions for purpose intended. See "Terms & Conditions" in Web Site.