

JAY Model 6420 Direct Thermal Print POS Receipt Printer works with PC POS Systems by USB I/O

JAY Printer Driver Software v2.1 supports Microsoft Windows OS: XP-SP3 32bit; Vista-SP1 32/64bit; 7-SP1 32/64bit; 8-32/64bit; 8.1-32/64bit; 10-32/64bit

Quick Overview

- 3 1/8"/80mm Thermal Paper Roll
- 200mm Print Speed
- 6420 USB+Serial I/Os
- Paper Auto-cutter
- Power Output 24VDC
- Paper End & Near-end Sensor
- RJ 24VDC Cash Drawer Jack



JAY Model 6420
POS Receipt Printer



JAY Model 6420
USB+Serial I/Os



USB Interface
Cable



Power Supply
Adapter



Power Supply
Power Cord



Mini Starter
Paper Roll

In Box with Printer

- USB Interface Cable (Serial IFC optional)
- Power Supply Adapter
- Power Supply Adapter Power Cord
- Starter Paper Roll

Note: No CD is included. Download Software from Company Web Site.

Control Panel - Lights / Button	
Power	Power light appears when connected to the power supply.
Error	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".
Paper	Paper light appears when the paper roll is low &/or wrong paper roll size is installed.
Feed	Press paper feed button to advance paper length.

Setup 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.

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 - Verifies that printer operates:

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 Adapter 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.

Install Printer Driver Software v2.1 onto PC POS Terminal:

1. **Download Printer Driver Software v2.1 from the Company web site: www.jaysystems.com.**
 - a. Click on "Products".
 - b. Click on "Printers".
 - c. Scroll to bottom for listing of "JAY 80mm Direct Thermal Print POS Receipt Printer Driver Software v2.1".
 - d. Click "**Click Here**". 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 I/O port is usually lowest # in menu.
 - ii. If a USB I/O port is not available perform USB I/O maintenance or see Installation Support under Trouble Shooting.
 - iii. Switching USB port or using USB hubs will change port #.

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

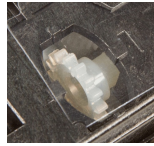
For Multiple Menus of Printer Features & Functions

- Press "Printer Settings" in main menu. 1st Menu Screen Path appears.
- Make changes if required. Proceed to next Menu. Note changes made.

Trouble Shooting

Fix Paper Jam

1. Power OFF printer:
2. Wait for 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.



Paper Jam Gear

Note: Use Paper Jam Adjusting Gear to position paper as needed.

NOTE 1 - Selecting USB I/O Port

When selecting USB or Serial 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 or Serial interfaces in use, please delete any unused USB or Serial 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:

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 or serial 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

NOTICE

1. **Inspect Printer within 1st 24 Hours of receipt** for damage or missing items listed under "In Box with Printer".
2. **If Printer Arrives Damaged** - Contact customer service by email: 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.

Printer Maintenance

Preparation

1. Power OFF printer when performing 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 cleaning 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 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 vaporized.

Clean paperless sensor when the following conditions occur:

1. During printing, printer occasionally stops print & the paperless alarm is beeping.
2. No paper alarm.
 - a. Procedure of maintaining the sensor:
 - b. Power OFF printer.
 - c. Open the top cover.
 - d. Remove the paper if necessary.
 - e. Use the cotton cloth. Dip it in absolute ethyl alcohol to clean the sensor surface.
 - f. Close cover. Power ON printer after absolute ethyl alcohol is completely vaporized

QUESTIONS?

Contact the Company by email: jay@bletzinger.com