USER MANUAL

TG1260HIII
TG2460HIII

CUSTOM®

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.

THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 *(Electromagnetic compatibility of multimedia equipment - Emission Requirements)*
- EN EN55024/EN55035 *(Electromagnetic compatibility of multimedia equipment - Immunity requirements)*
- EN IEC/EN62368-1 *(Audio/video, information and communication technology equipment)*

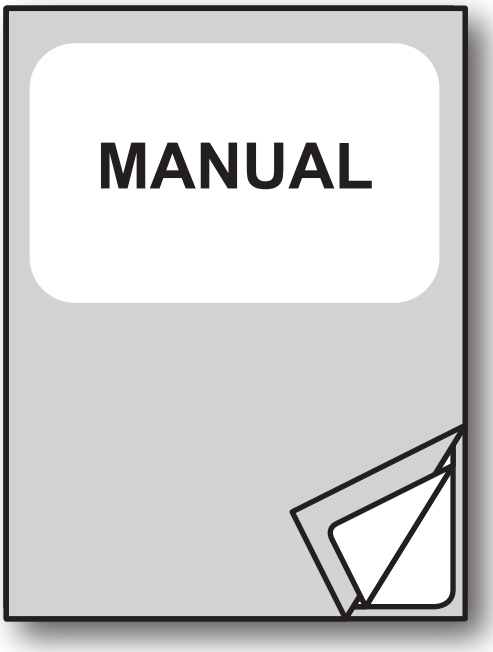
The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.

GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.
- For the waste sorting of the packaging materials, please check the local waste disposal laws.

The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.



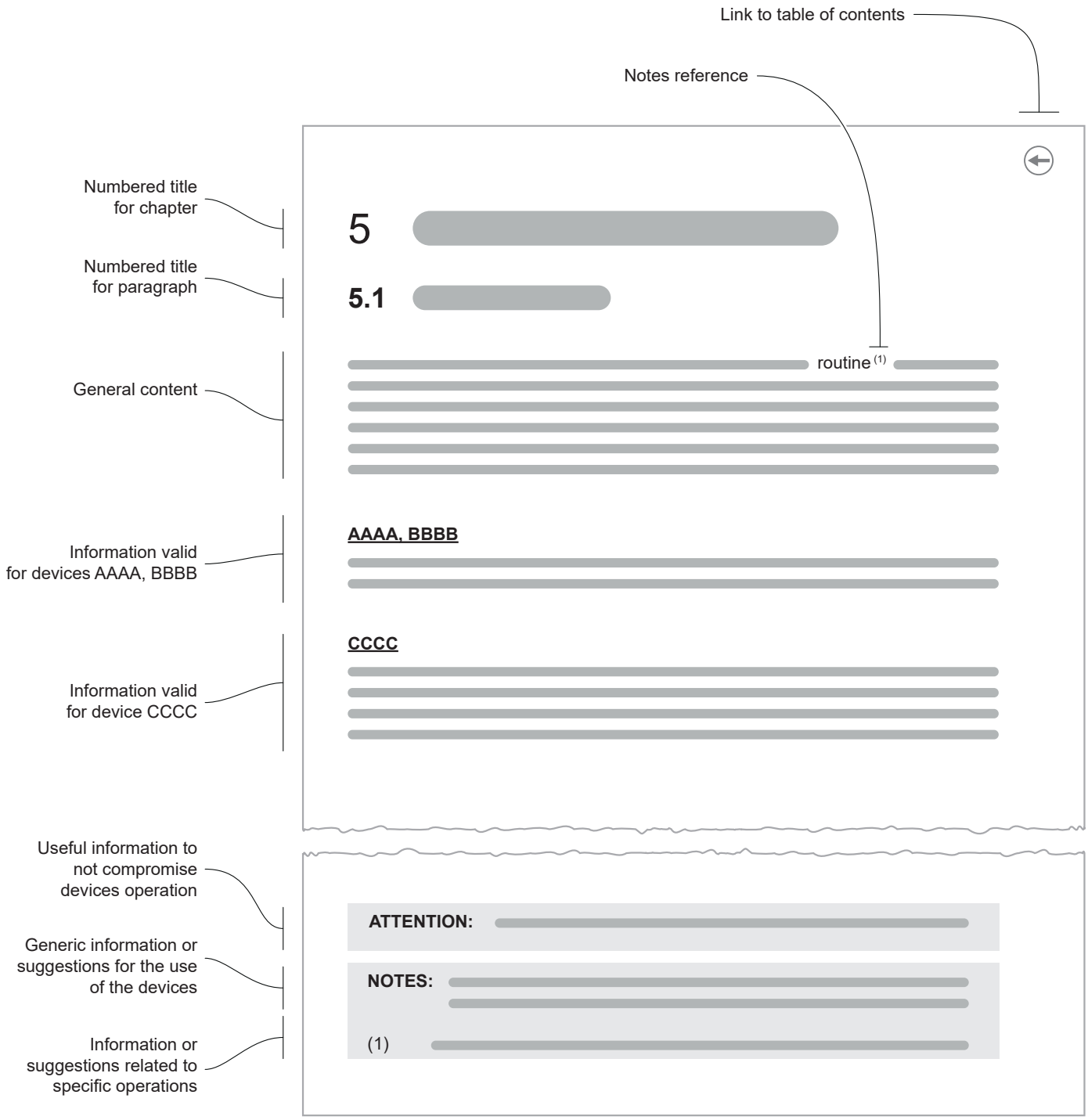
For details on the commands,
refer to the manual with code **77200000005200**

For further information about the use of “PrinterSet” tool
refer to the manual with code **78200000001800**

TABLE OF CONTENTS

1 INTRODUCTION

This document is divided into sections and chapters. Each chapter can be reached by the index at the beginning of this document. The index can be reached by the button on each page as shown in the diagram below.



2 IDENTIFICATION OF THE MODELS

NOMENCLATURE	DESCRIPTION
TG1260HIII CUT	TG1260HIII CUT base configuration with autocutter and illuminated bezel
TG2460HIII TRANSP	TG2460HIII base configuration with transparent bezel
TG2460HIII CUT	TG2460HIII with autocutter and illuminated bezel
TG2460HIII EJC	TG2460HIII with ejector group

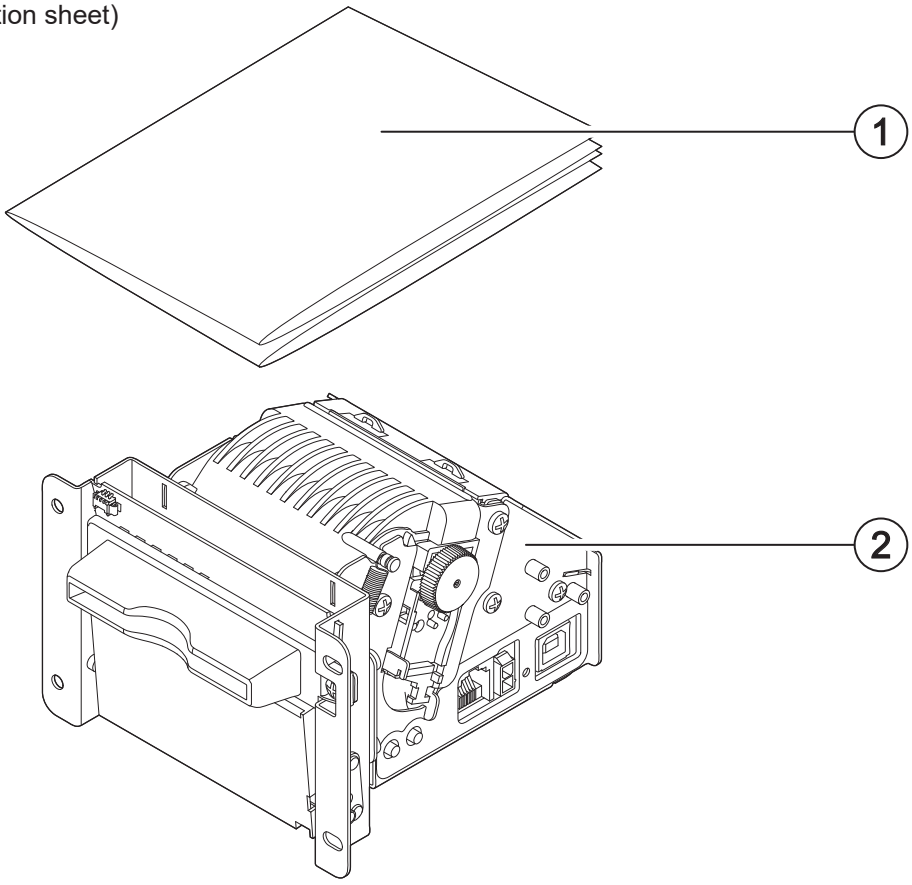
3 DESCRIPTION

3.1 Box contents

Remove the device from its carton being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact customer service

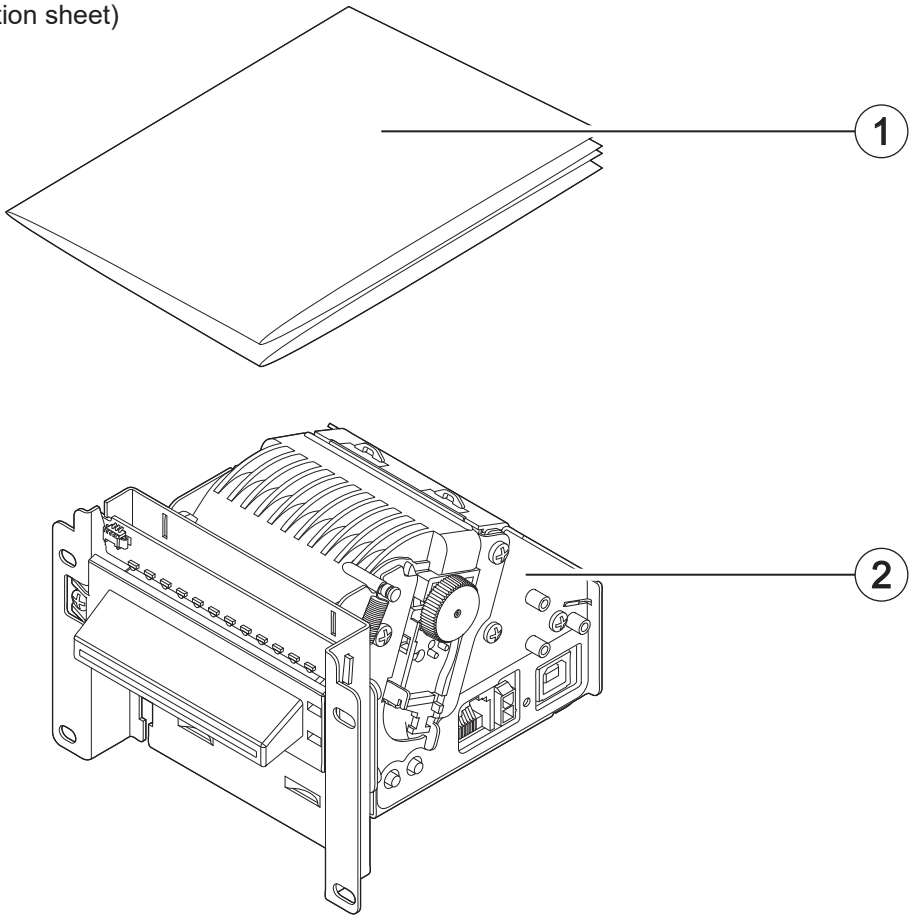
TG1260HIII CUT

1. Documentation (installation instruction sheet)
2. Device



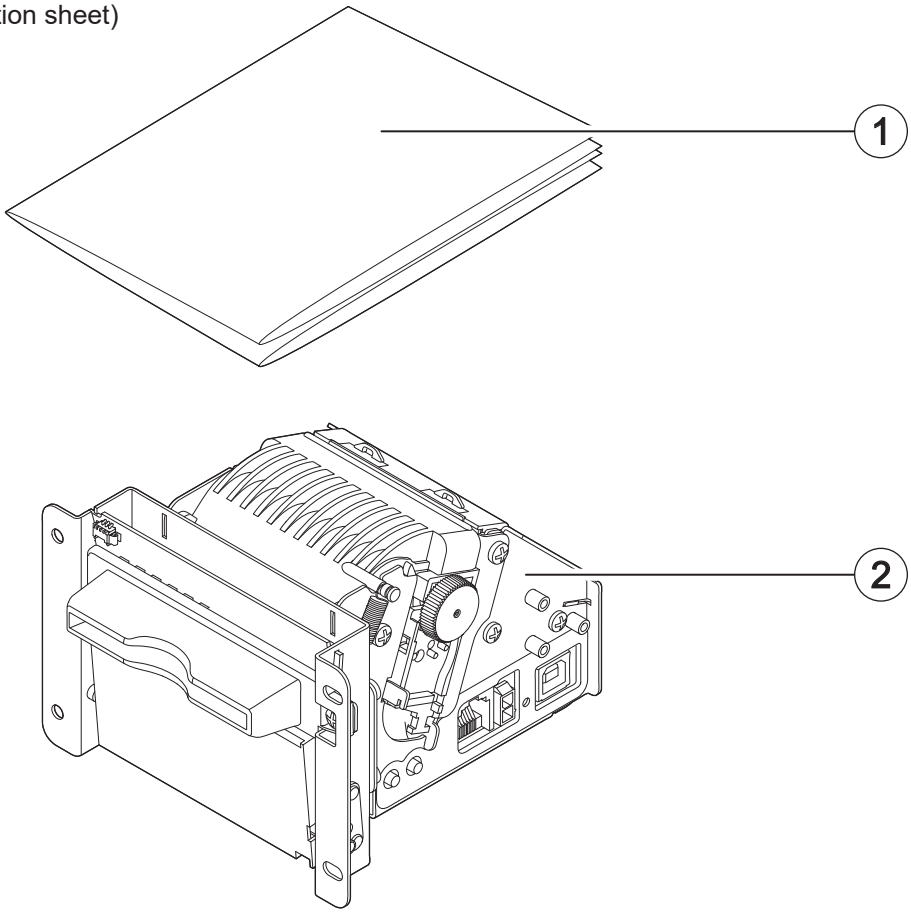
TG2460HIII TRANSP

1. Documentation (installation instruction sheet)
2. Device



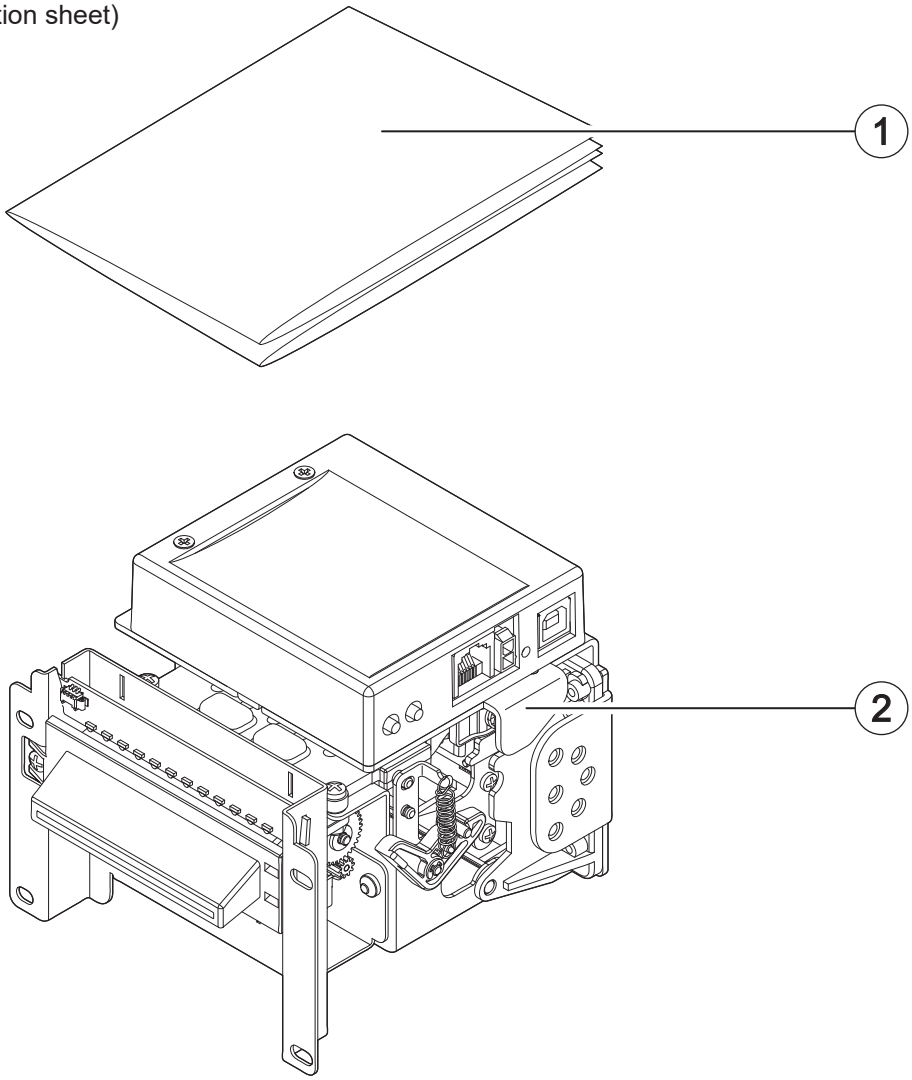
TG2460HIII CUT

1. Documentation (installation instruction sheet)
2. Device



TG2460HIII EJC

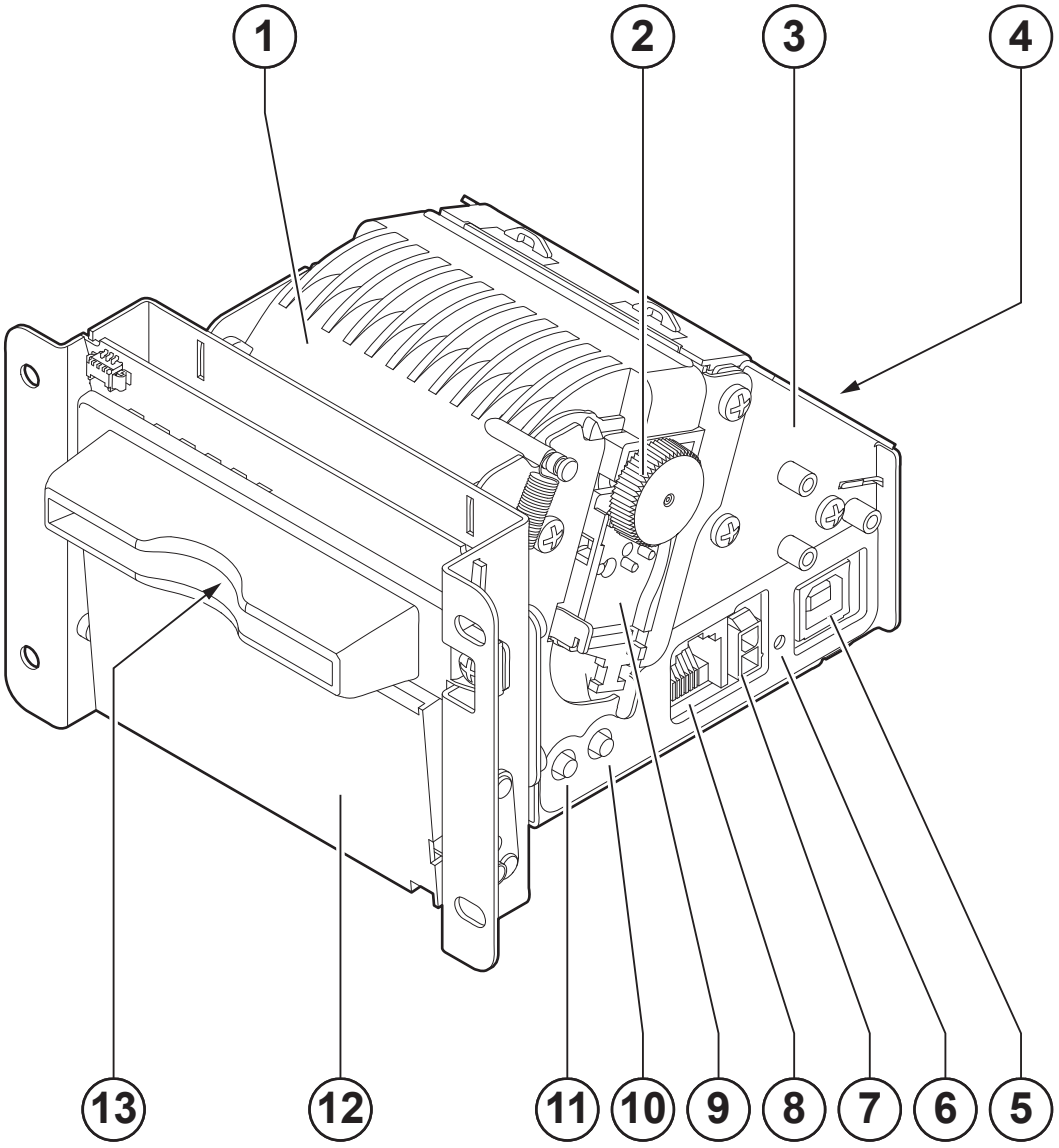
1. Documentation (installation instruction sheet)
2. Device



3.2 Device components: external view

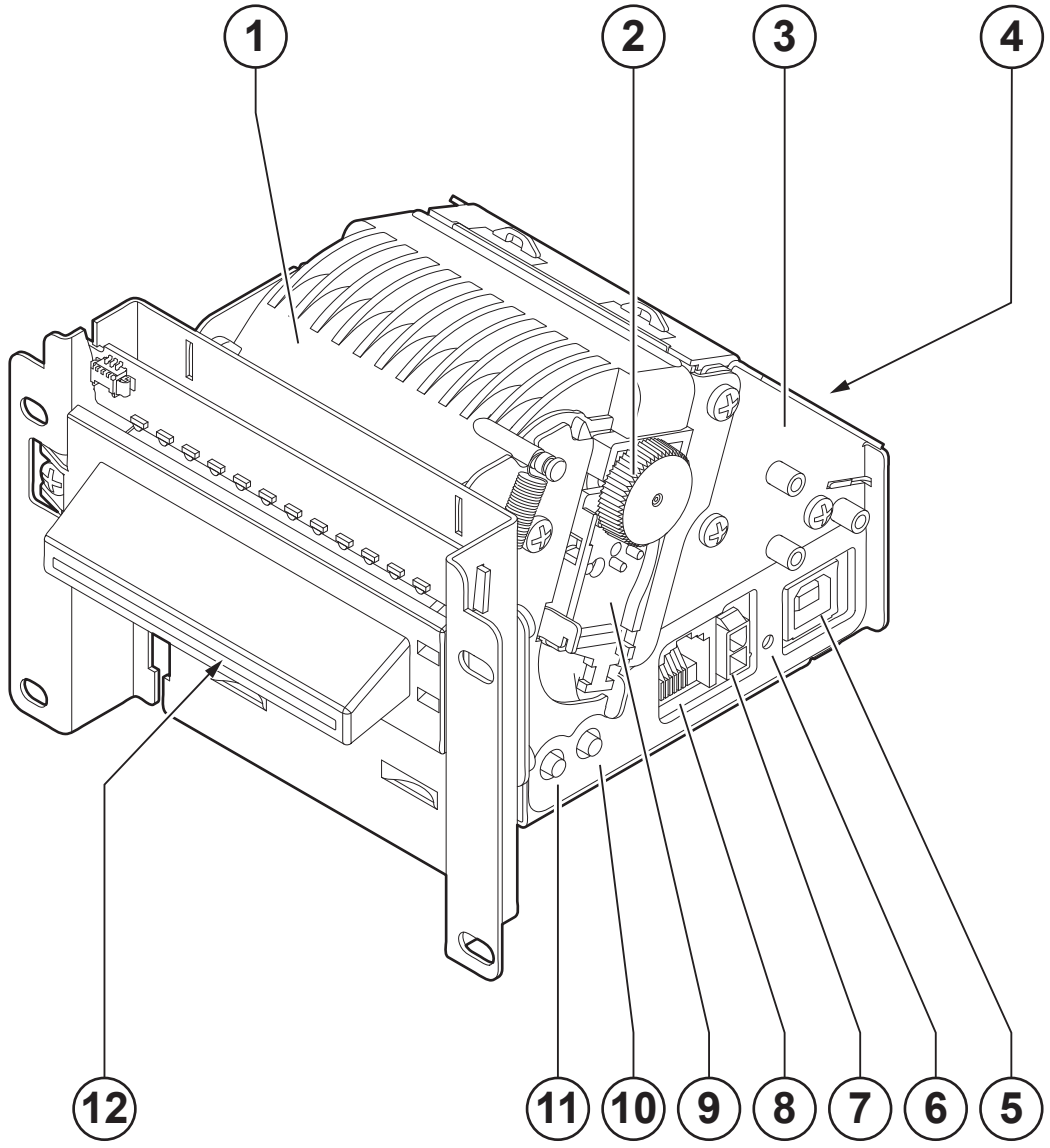
TG1260HIII CUT, TG2460HIII CUT

1. Inspection door
2. Platen roller manual feed
3. Device chassis
4. Paper input
5. USB port
6. Status LED
7. Power supply port
8. RS232 serial port
9. Printing mechanism
10. FEED key
11. PRINT key
12. Autocutter
13. Paper output



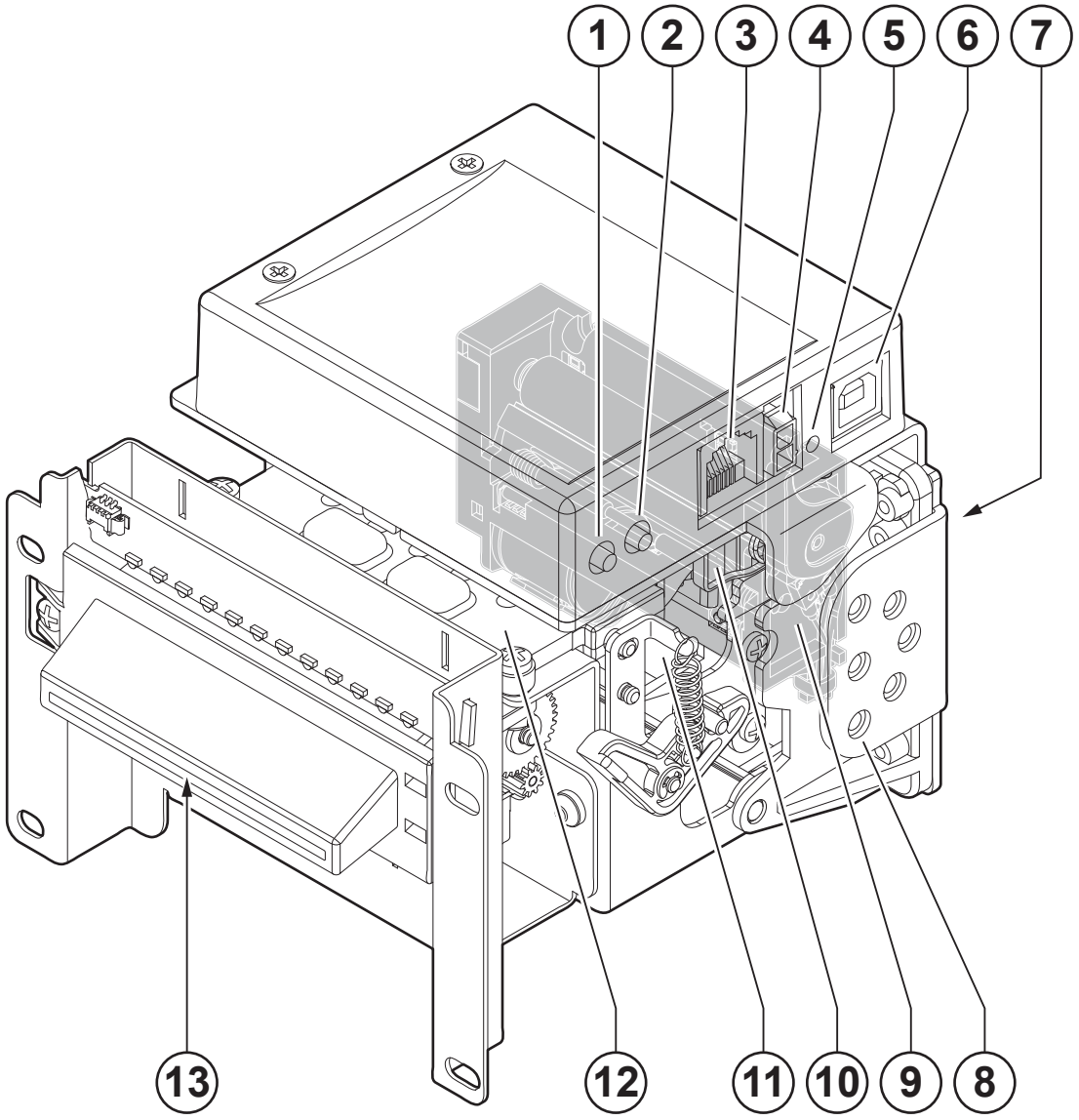
TG2460HIII TRANSP

1. Inspection door
2. Platen roller manual feed
3. Device chassis
4. Paper input
5. USB port
6. Status LED
7. Power supply port
8. RS232 serial port
9. Printing mechanism
10. FEED key
11. PRINT key
12. Paper output



TG2460HIII EJC

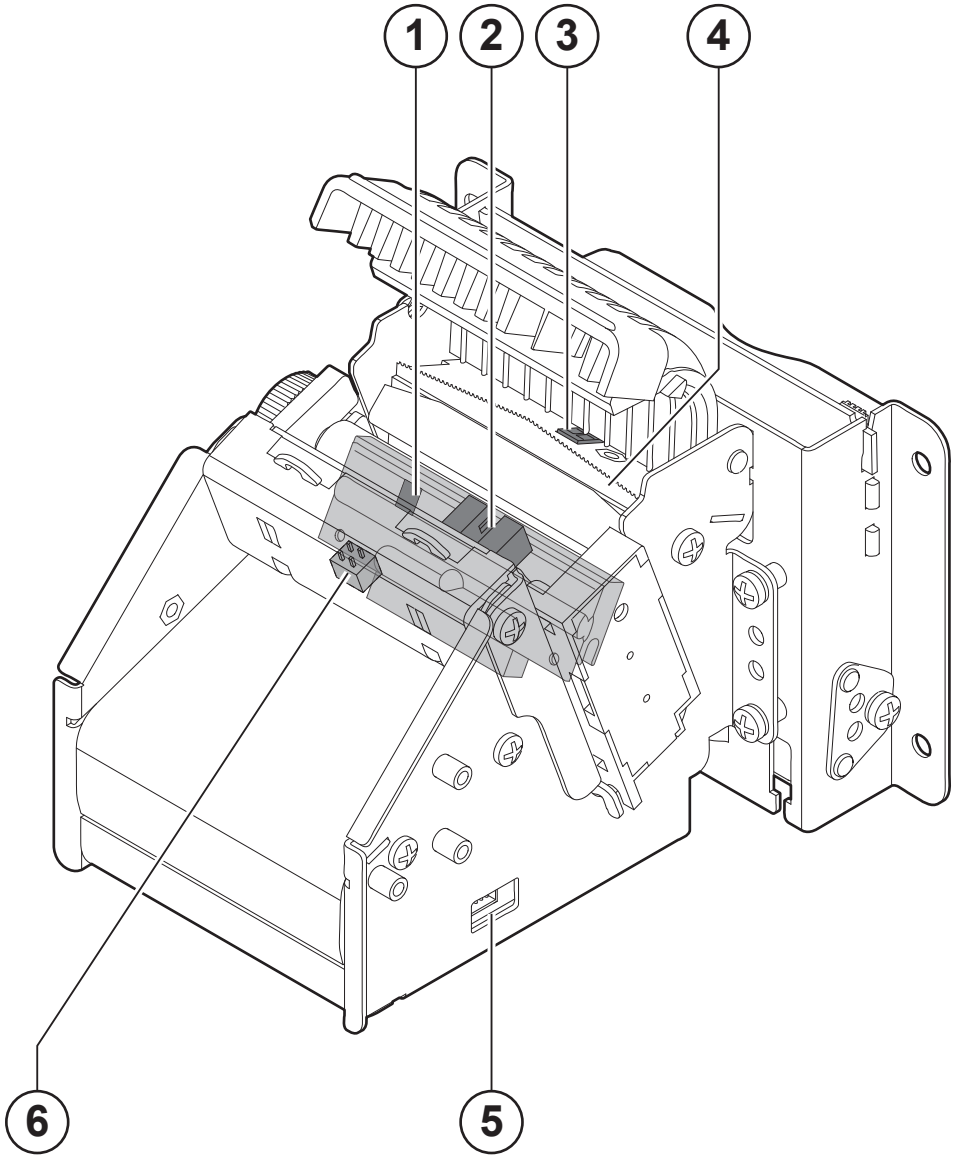
1. PRINT key
2. FEED key
3. RS232 serial port
4. Power supply port
5. Status LED
6. USB port
7. Paper input
8. Device chassis
9. Printing mechanism
10. Unlocking hook for printing group
11. Autocutter
12. Ejector group
13. Paper output



3.3 Device components: internal view

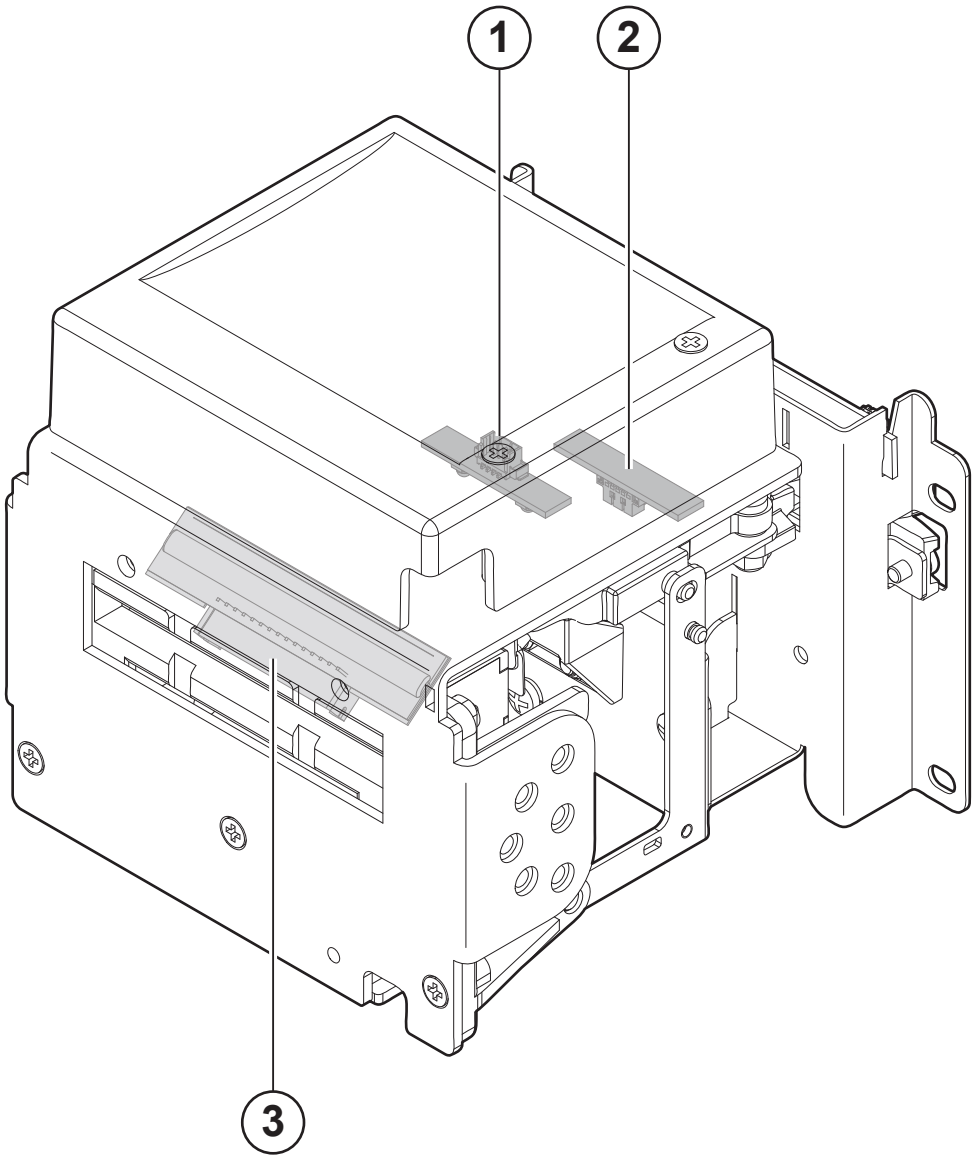
TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT

1. Temperature sensor for printhead
2. Sensor for detection of inspection door opening
3. Sensors for detecting paper out presence
4. Serrated blade for manual tear off
5. Connector for external low paper sensor
6. Sensor for detecting black mark and paper in presence



TG2460HIII EJC

1. Sensor for detecting black mark and paper in presence
2. Sensors for detecting paper out presence
3. Temperature sensor for printhead

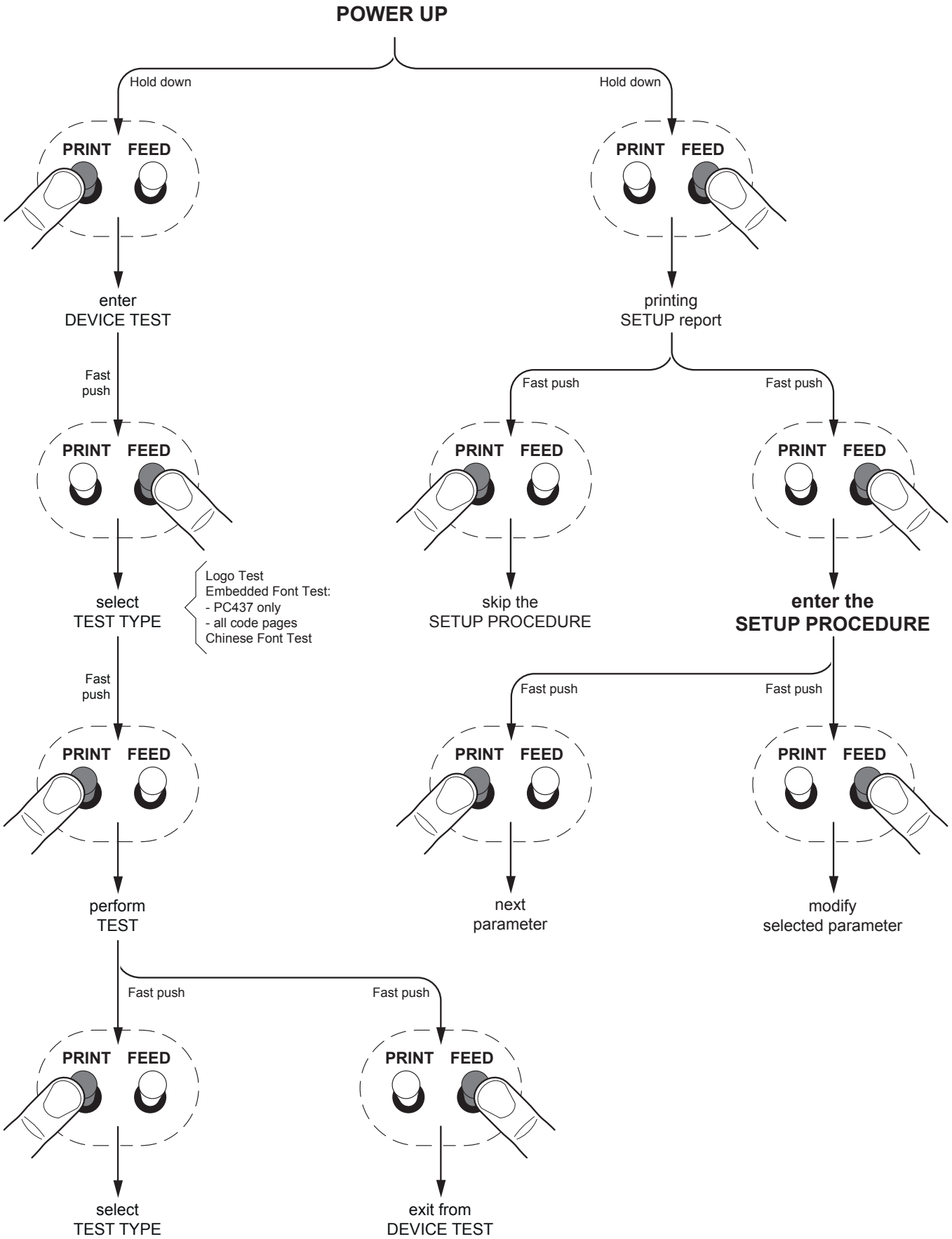


3.4 Product label

The main data used to identify the machine are shown on the label attached to the bottom of the device.
In particular, it shows the electrical data for the connection to a power source. It also shows the product code, the serial number and the hardware revision (R).

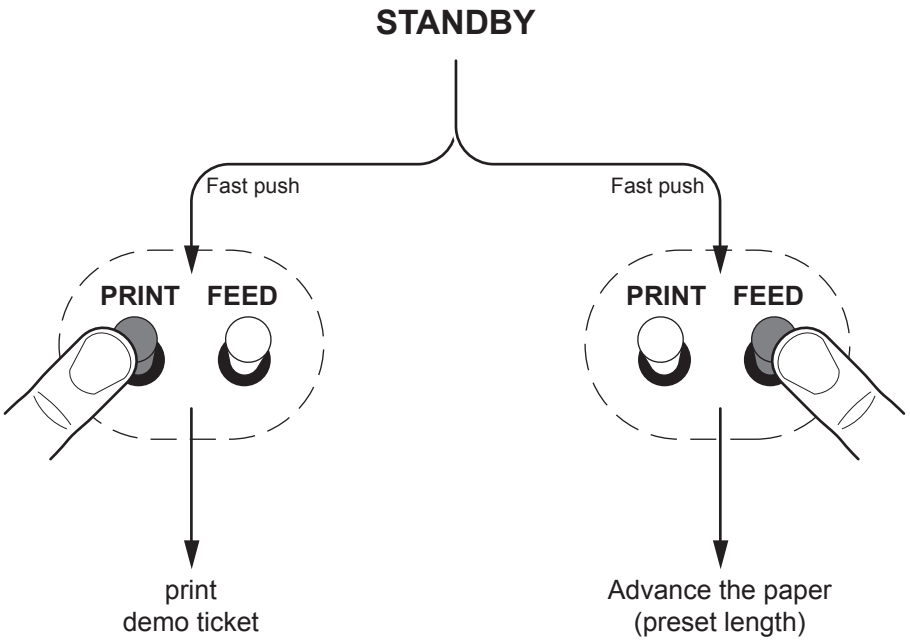
3.5 Key functions: power up

The following figure shows the functions of device's keys according to the operating condition.



3.6 Key functions: standby

The following figure shows the functions of device's keys according to the operating condition.



3.7 Status messages

The status LED indicates hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

STATUS LED		DESCRIPTION
-	OFF	DEVICE OFF
GREEN	ON	DEVICE ON: NO ERROR
GREEN COMMUNICATION STATUS	x 1	RECEIVE DATA
	x 2	PRINTHEAD OVERHEATED
	x 3	PAPER END
	x 4	POWER SUPPLY VOLTAGE INCORRECT
	x 5	RECEPTION ERROR (PARITY, FRAME ERROR, OVERRUN ERROR)
	x 6	COMMAND NOT RECOGNIZED
	x 7	COMMAND RECEPTION TIME OUT
	x 8	INSPECTION DOOR OPEN (1)
	x 9	PAPER JAM
	x 10	LOW PAPER (2)
GREEN UNRECOVERABLE ERROR	x 11	AUTOCUTTER ERROR (3)

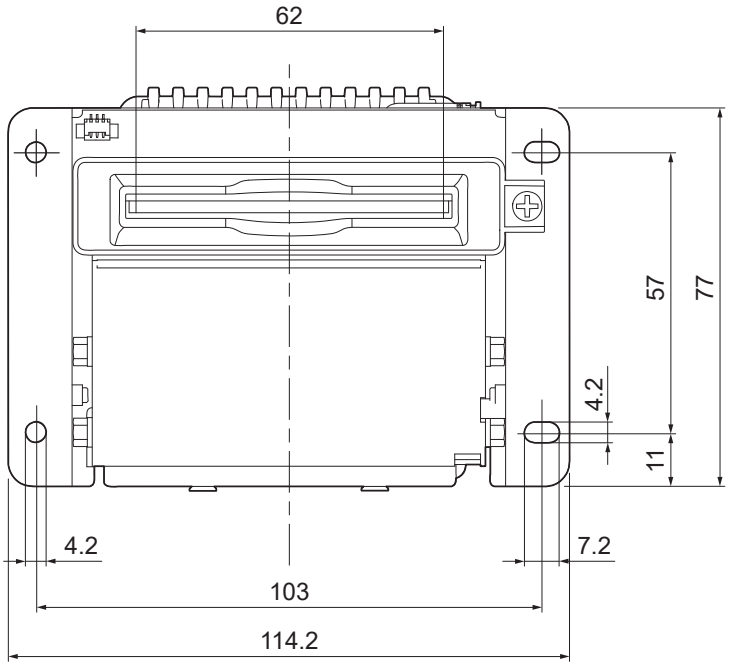
NOTES:
(1) : Only for TG1260HIII CUT, TG2460HIII TRANSP and TG2460HIII CUT.
(2) : Using device without the paper roll holder support, the status LED continues to blink with this kind of flashing in order to communicate the low paper error.
(3) : Only for TG1260HIII CUT, TG2460HIII CUT and TG2460HIII EJC.

4 INSTALLATION

4.1 Panel fastening

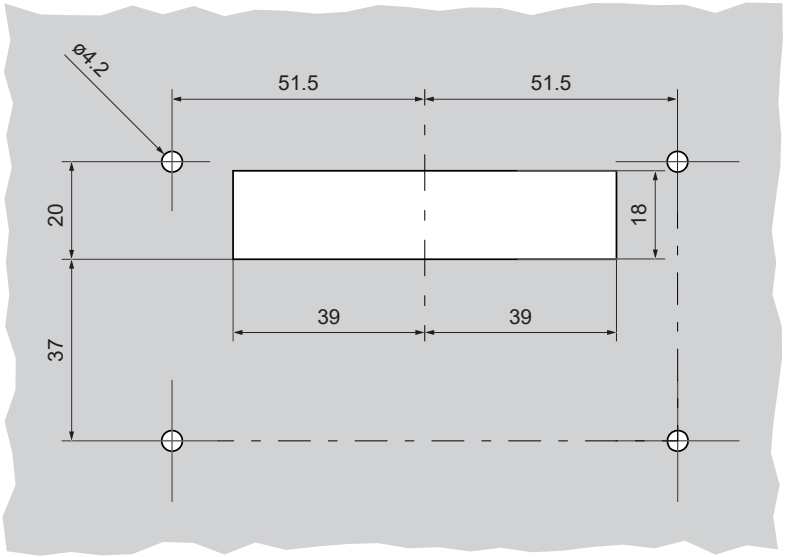
The device is provided with four fixing holes on the front of device (see following figure). All the dimensions shown in the following figures are in millimetres.

TG1260HIII CUT, TG2460HIII CUT



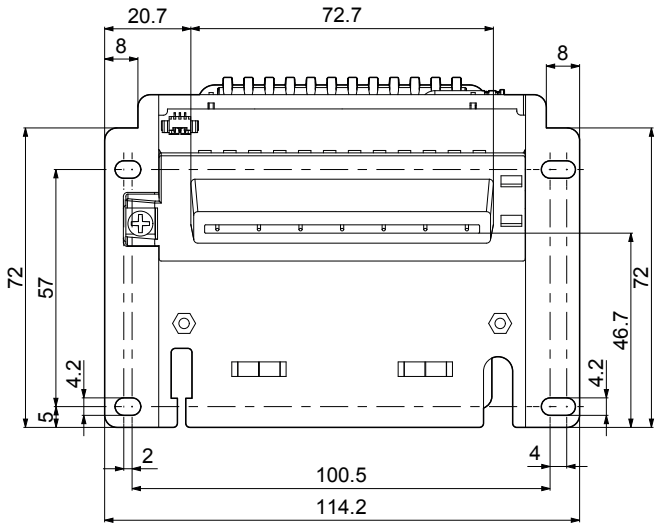
To fasten the device to a panel, use four M5 screws and four nuts (not included).

The drilling on the panel must comply with the measures shown in the following figure.

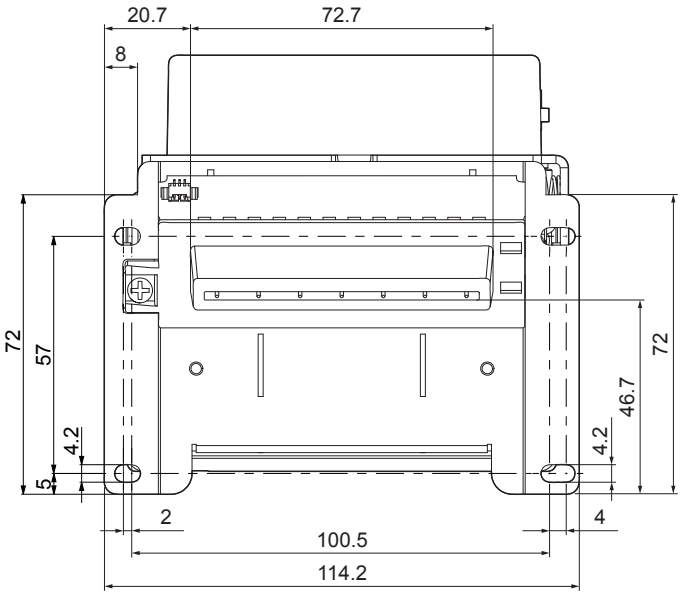


ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

TG2460HIII TRANSP

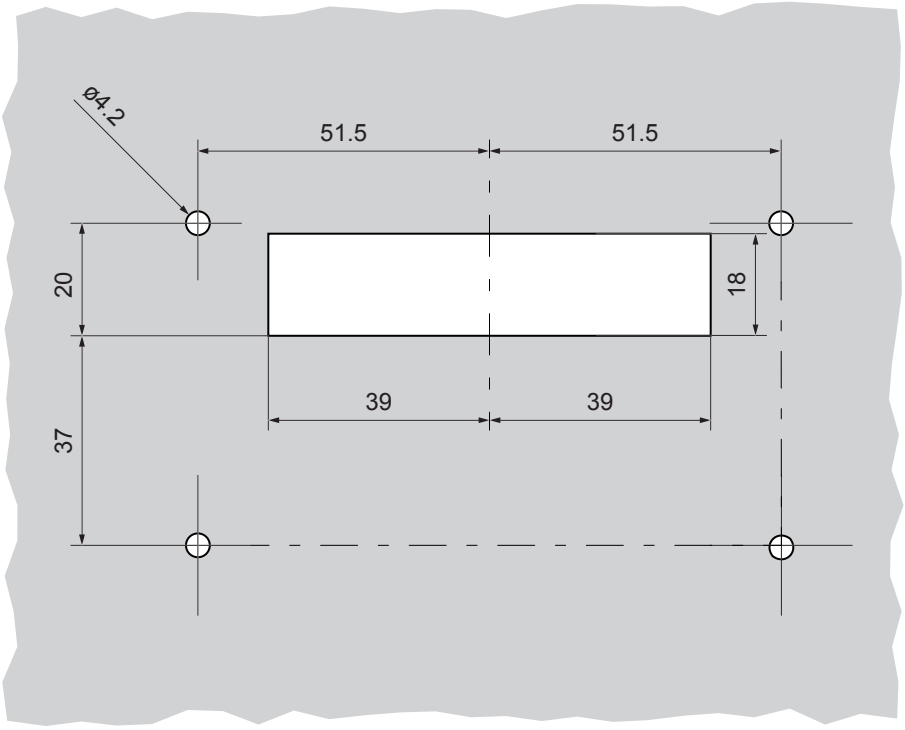


TG2460HIII EJC



To fasten the device to a panel, use four M5 screws and four nuts (not included).

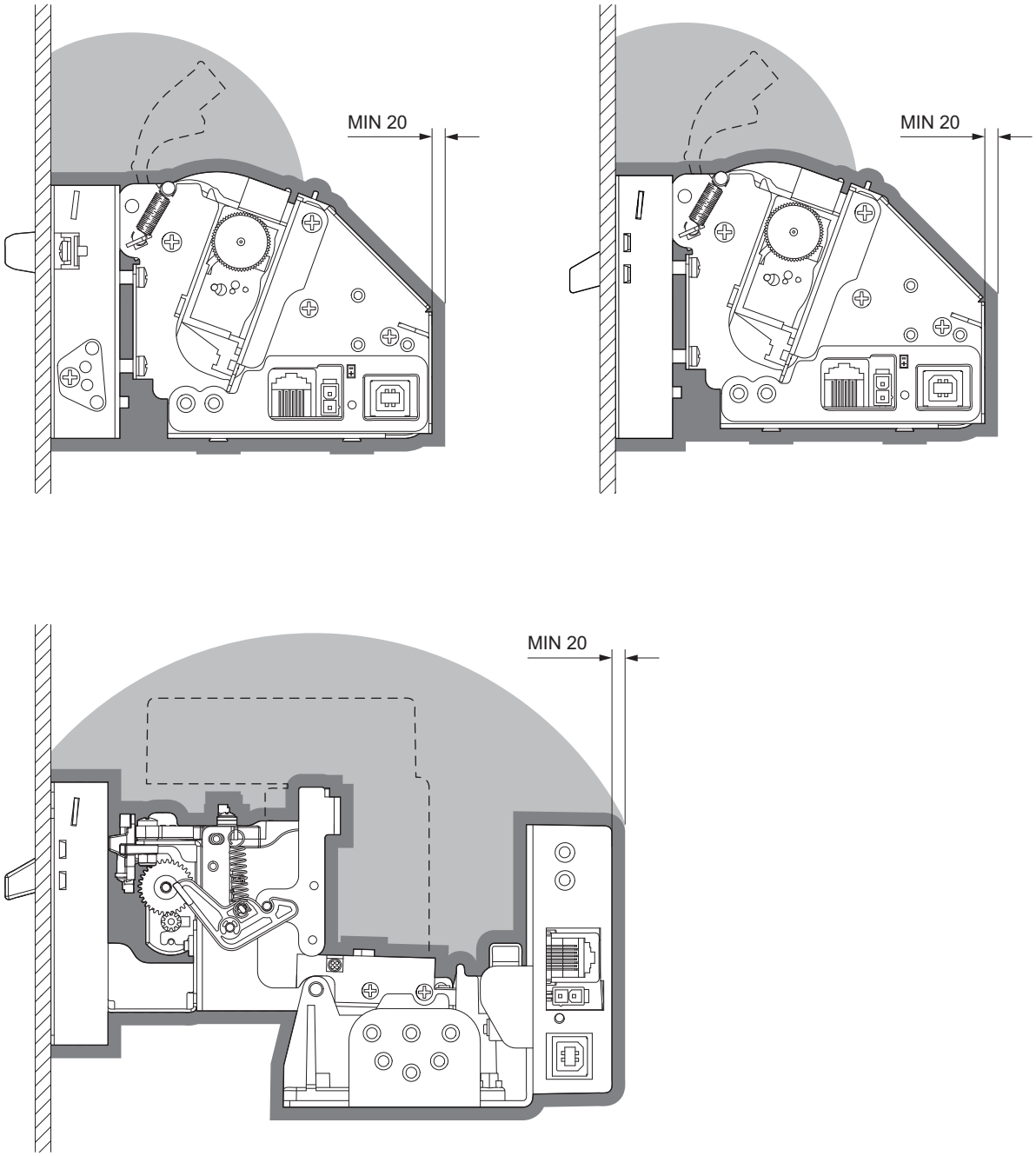
The drilling on the panel must comply with the measures shown in the following figure.



ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

When you place the device in the operating position, make sure to leave the proper free space around the device of at least 20 mm, also considering the space for activating the mobile components (as the inspection door or the ejector group) so to not compromise operation and maintenance.

Refer to paragraph 9.3 for models dimensions.

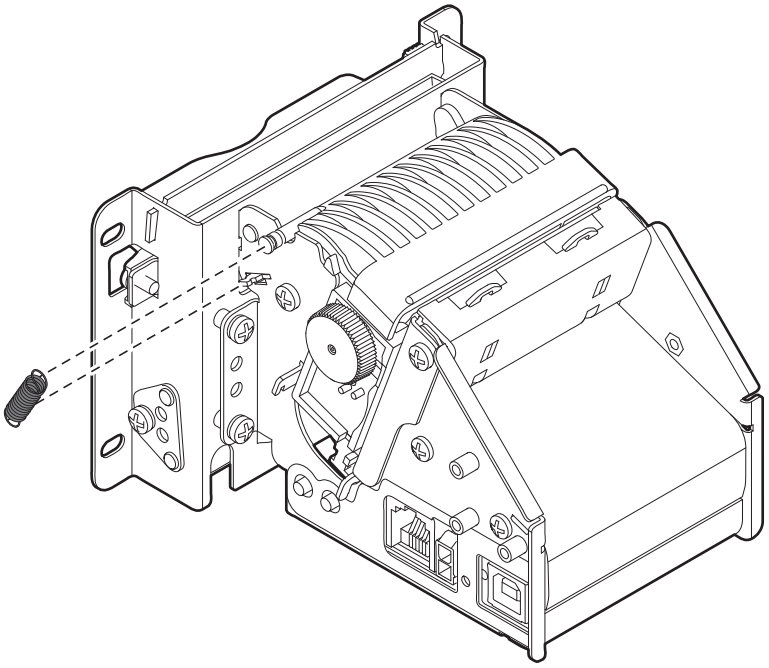


4.2 Fastening position

TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT

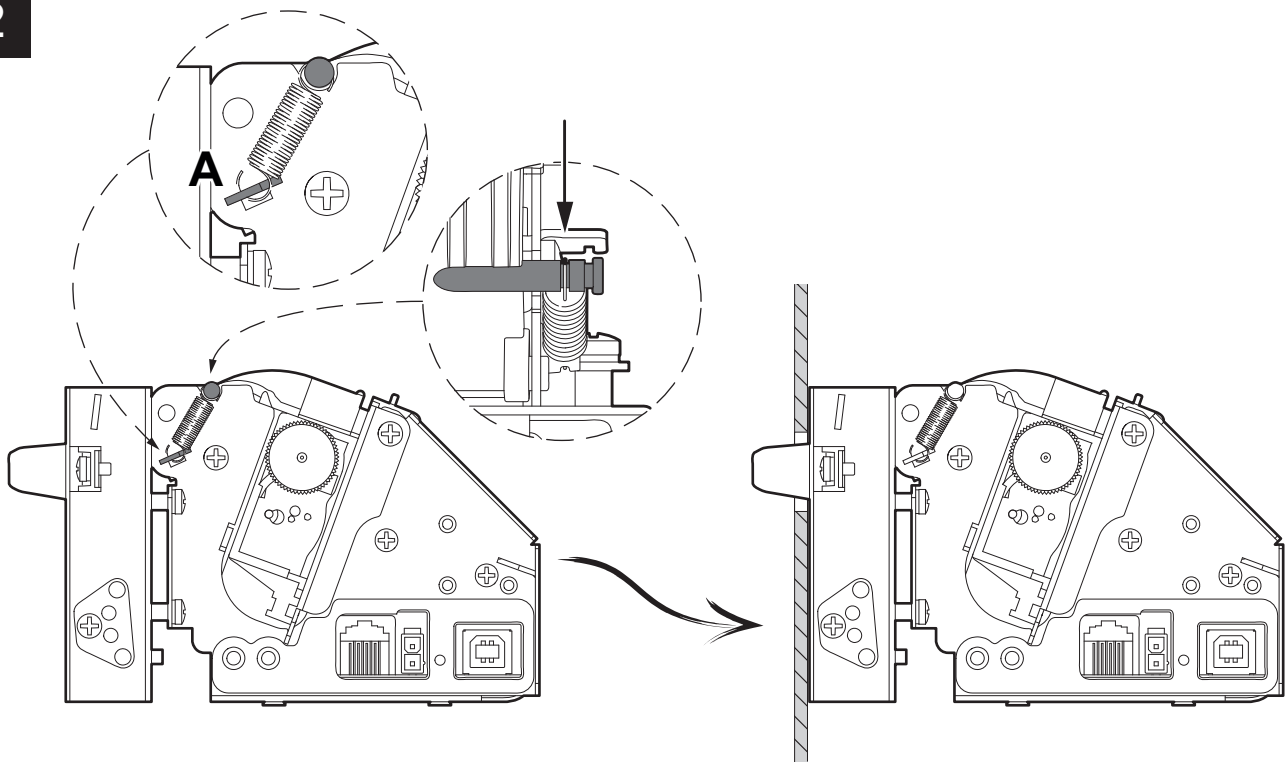
To install the device in the standard position or in the upside down position proceed as follows:

1



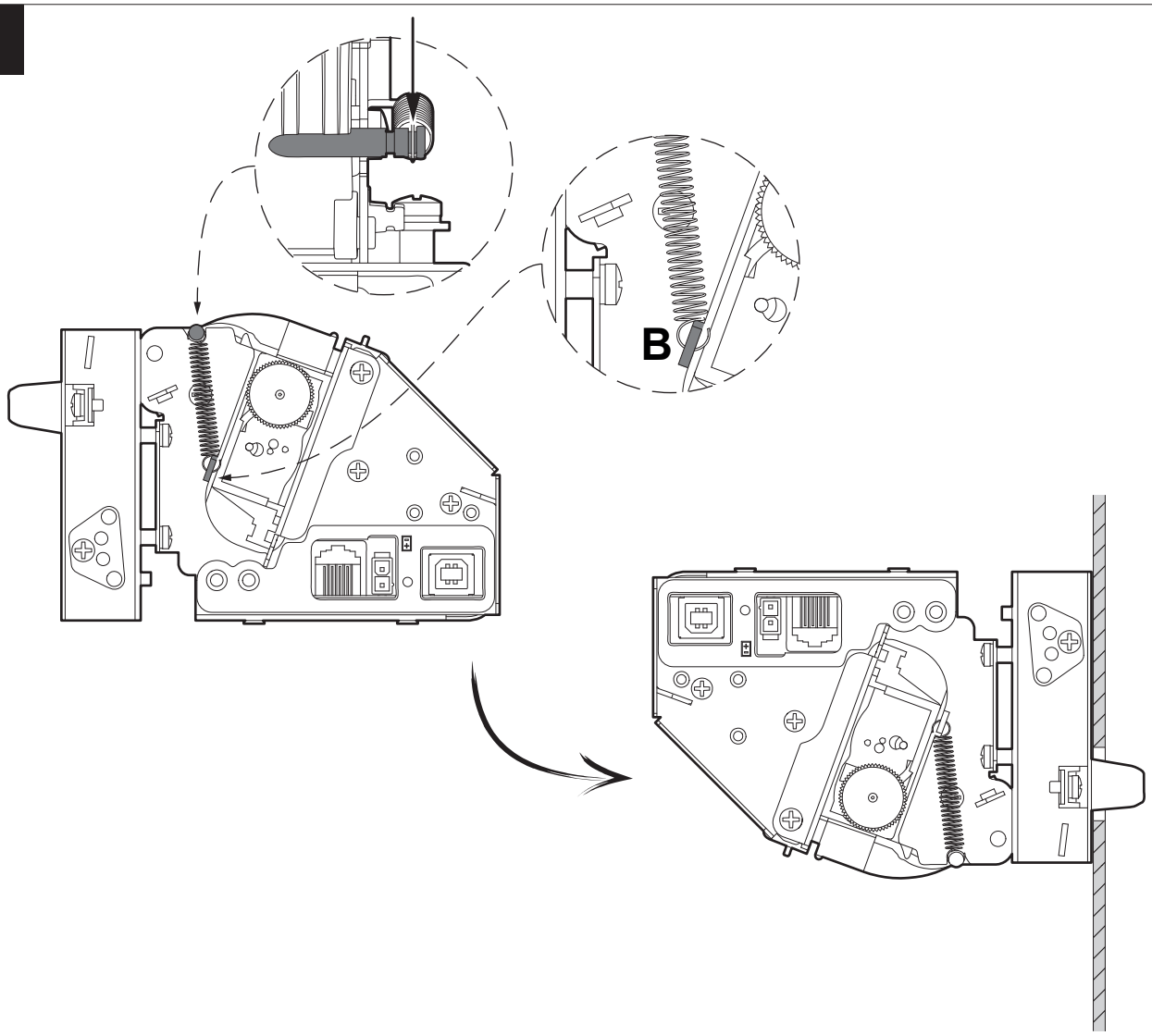
Remove the spring of the inspection door.

2



For using device in standard position, fix the lower side of the spring in the point A and the upper side in the inner groove of the plastic pin of the inspection door.

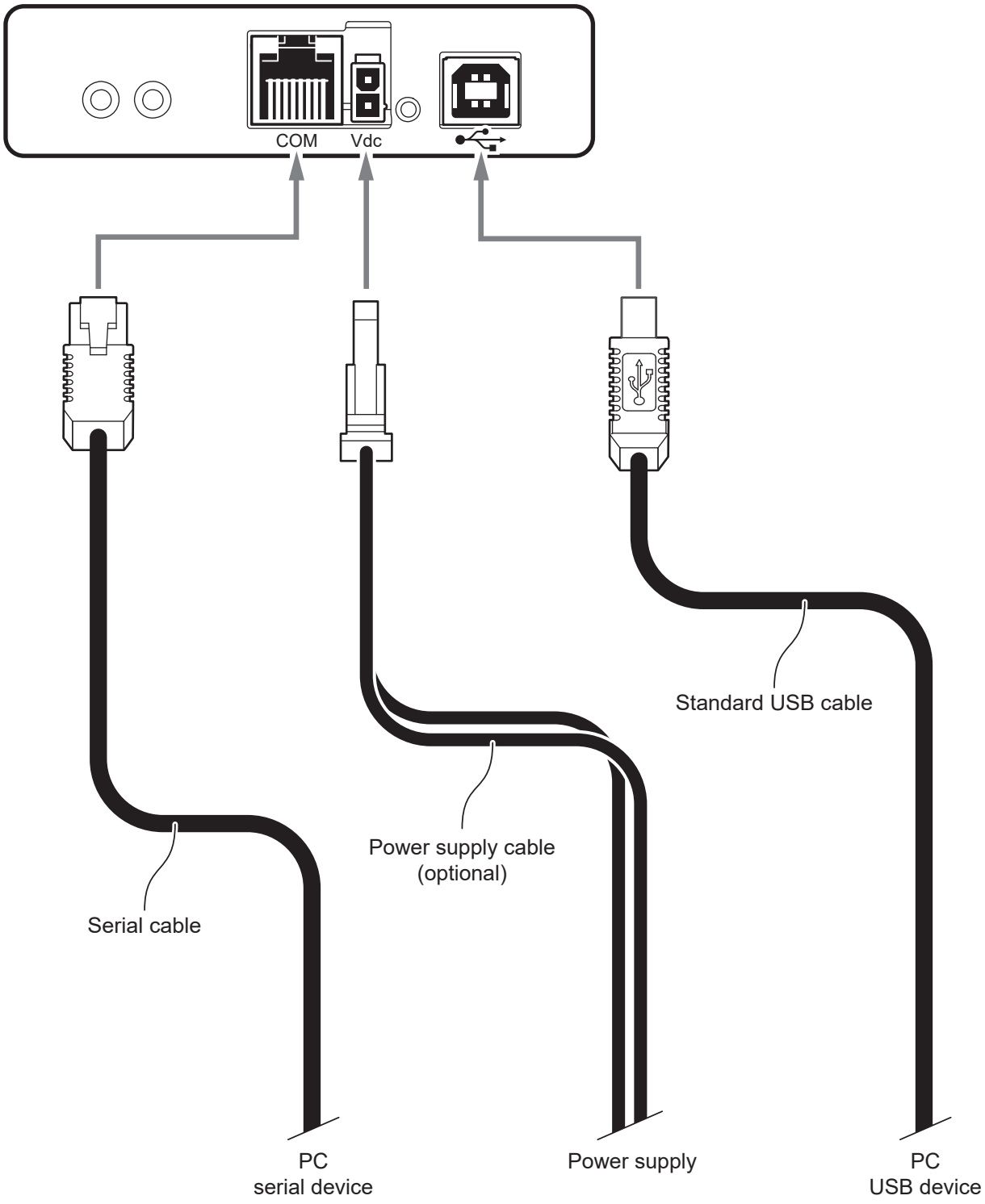
3



For using device in upside down position, fix the lower side of the spring in the point B and the upper side in the outer groove of the plastic pin of the inspection door.

4.3 Connections

The following figure shows the possible connections for the device. When the RS232 and USB communication cables are connected to the device at the same time, the communication take place via the USB port.



ATTENTION: In some using conditions, we recommend the installation of a ferrite core on the power supply cable.

4.4 Pinout

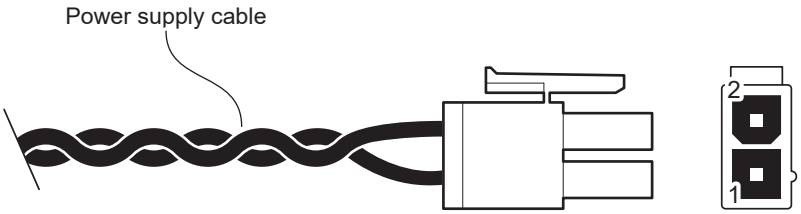
POWER SUPPLY

Male Molex connector series 5569 vertical (n° 39-30-1020)

J10	1	+VIN
	2	GND

The following figure shows the connector pinout of the power supply cable for the device:

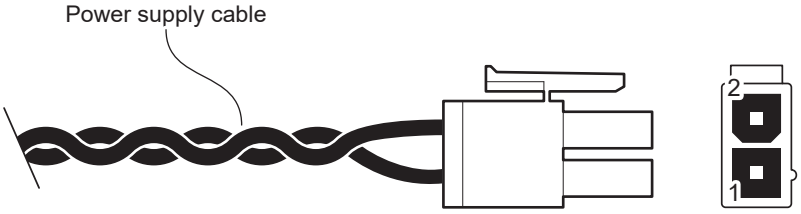
TG1260HIII CUT



Female Molex connector series 5557 (n.39-01-3022)

PIN	Cable color	Signal
1	Red	+12 V
2	Black	GND

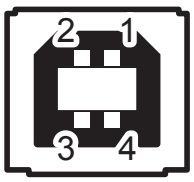
TG2460HIII TRANSP, TG2460HIII CUT, TG2460HIII EJC



Female Molex connector series 5557 (n.39-01-3022)

PIN	Cable color	Signal
1	Red	+24 V
2	Black	GND

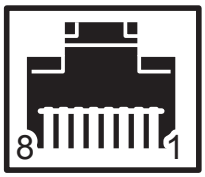
ATTENTION:
Respect power supply polarity.



USB INTERFACE

Female USB type B connector

J1	1	USB0_VBUS	(in)
	2	USB0_D-	(in/out)
	3	USB0_D+	(in/out)
	4	GND	
	SH1	SHIELD	
	SH2	SHIELD	



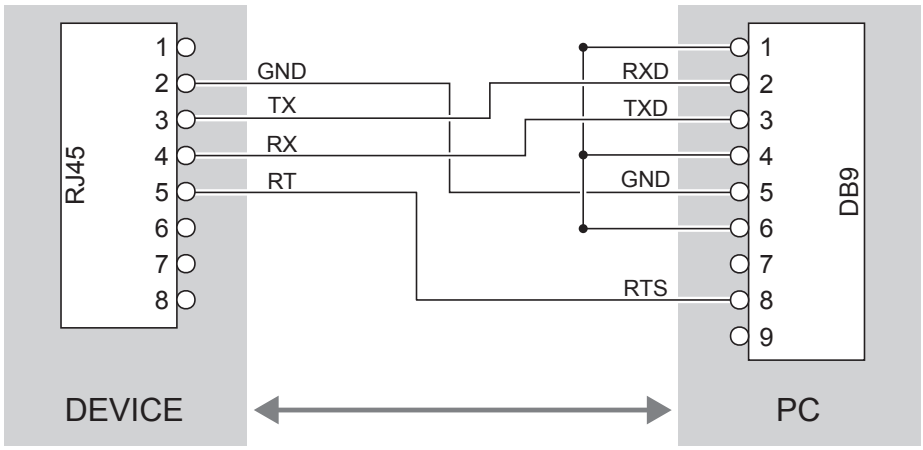
SERIAL INTERFACE

Female RJ45 connector

J2	1	n.c.		
	2	GND		
	3	TX	(out)	During transmission, takes the values -VRS232 and +VRS232 depending on data
	4	RX	(in)	During reception, takes the values -VRS232 and +VRS232 depending on data
	5	RT	(out)	When +VRS232, device is ready to receive data
	6	n.c.		
	7	n.c.		
	8	n.c.		

Given the presence of the RS232 standard, logic value “0” corresponds to the voltage value +VRS232 (voltage value between +3 Vdc and +15 Vdc) and logic value “1” corresponds to the voltage value -VRS232 (voltage value between -3 Vdc and -15 Vdc.

DEVICE > PC connection
The following picture shows an example of connection between the device and a personal computer using an 8 pin serial RJ45 male connector and a 9 pin female connector.



When use a serial cable, we recommend the installation of a ferrite core on the power supply cable.

4.5 Driver and SDK

In the website www.custom4u.it are available the drivers for the following operating system:

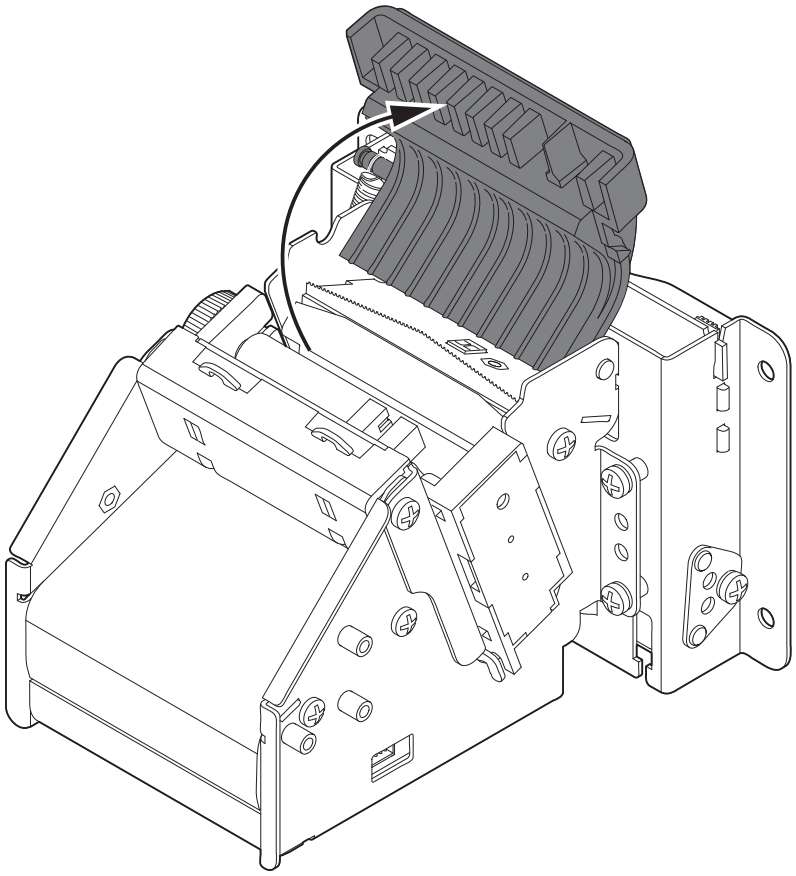
OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows XP	From the Start menu, press Run and type-in the path where the SW was saved on PC, then click OK. Follow the instructions on the screen to install the driver.
	Driver for Windows VISTA (32/64 bit)	
	Driver for Windows 7 (32/64 bit)	
	Driver for Windows 8 (32/64 bit)	
	Driver for Windows 8.1 (32/64 bit)	
	Driver for Windows 10 (32/64 bit)	
	Self-installing driver for Virtual COM (32/64 bit) (see paragraph 6.4)	
Linux	32/64 bit	Follow the instruction get back on the “Readme.txt” file. You can find it in the software package downloaded in advance.

5 OPERATION

5.1 Device opening

TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT

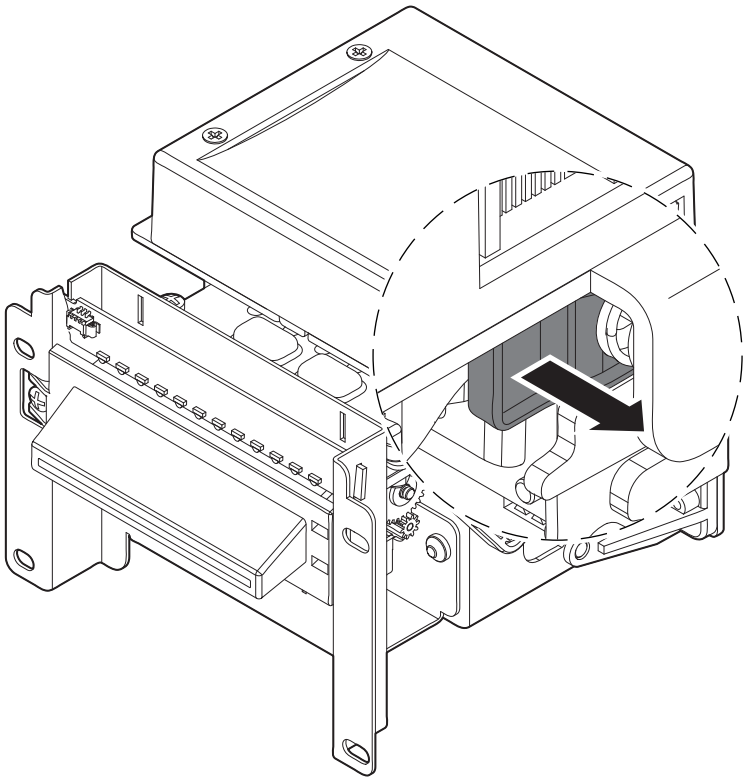
To open the device rotate the inspection cover to the maximum opening position as shown in the following figure.



TG2460HIII EJC

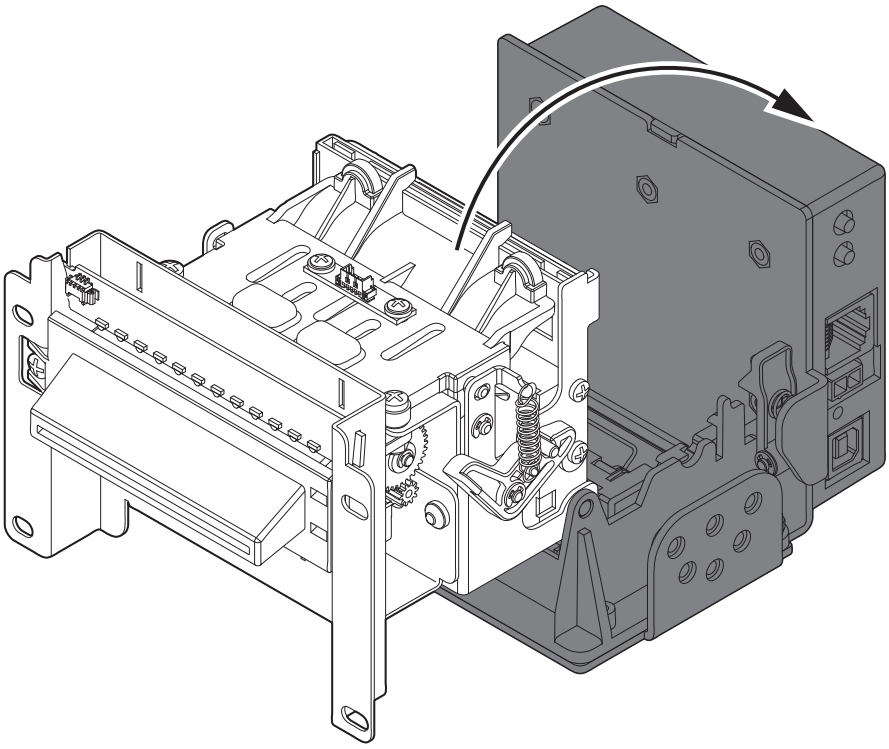
To open the device proceed as follows.

1



Widen the unlocking hook for the printing group.

2

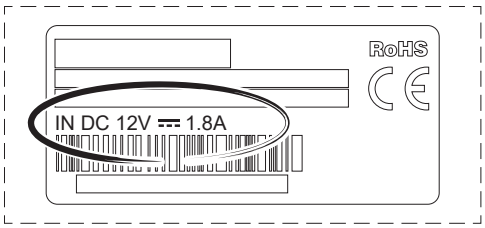


Rotate the printing group.

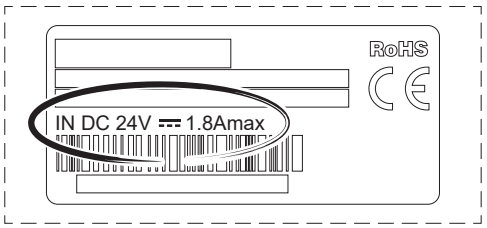
5.2 Switch the device on

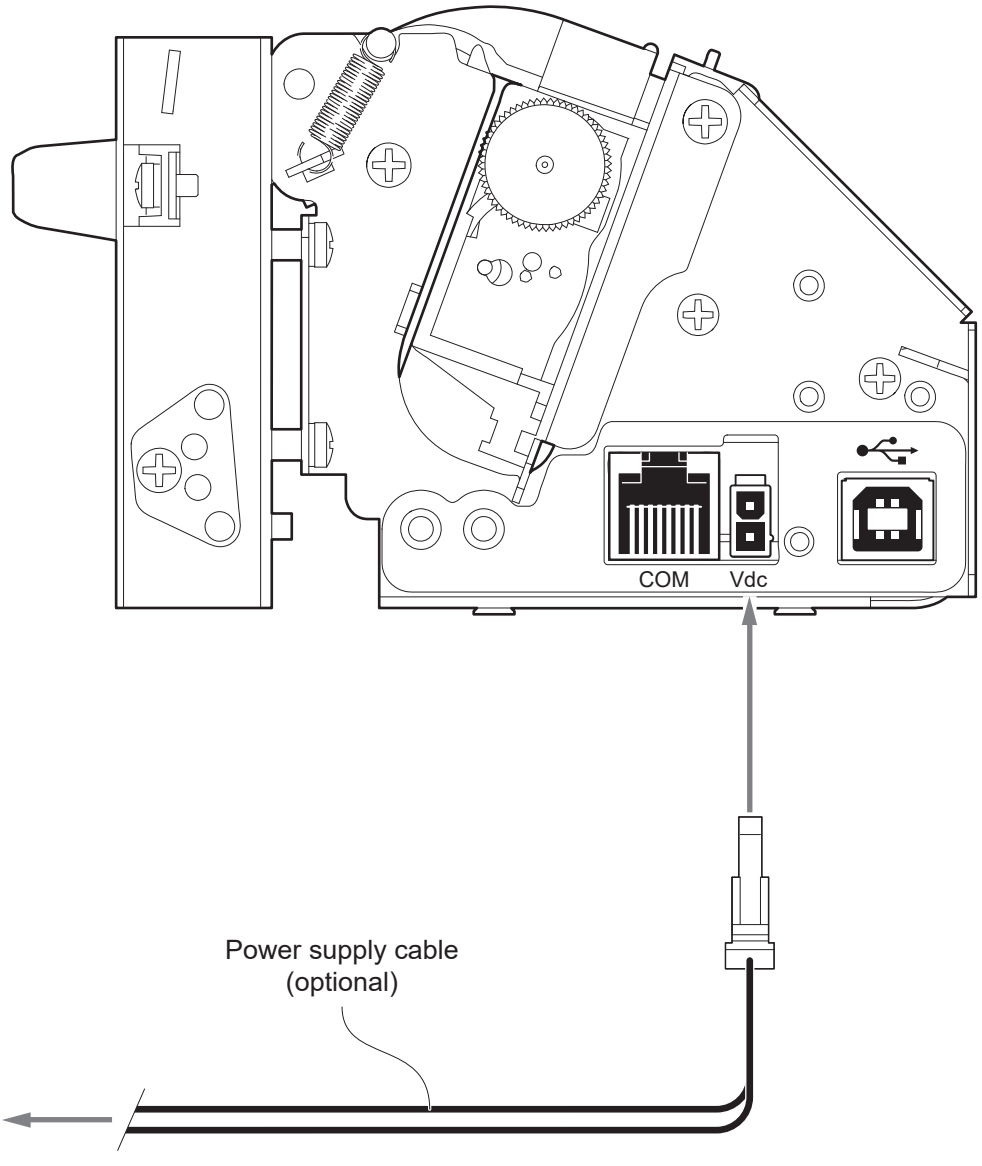
1

TG1260HIII CUT



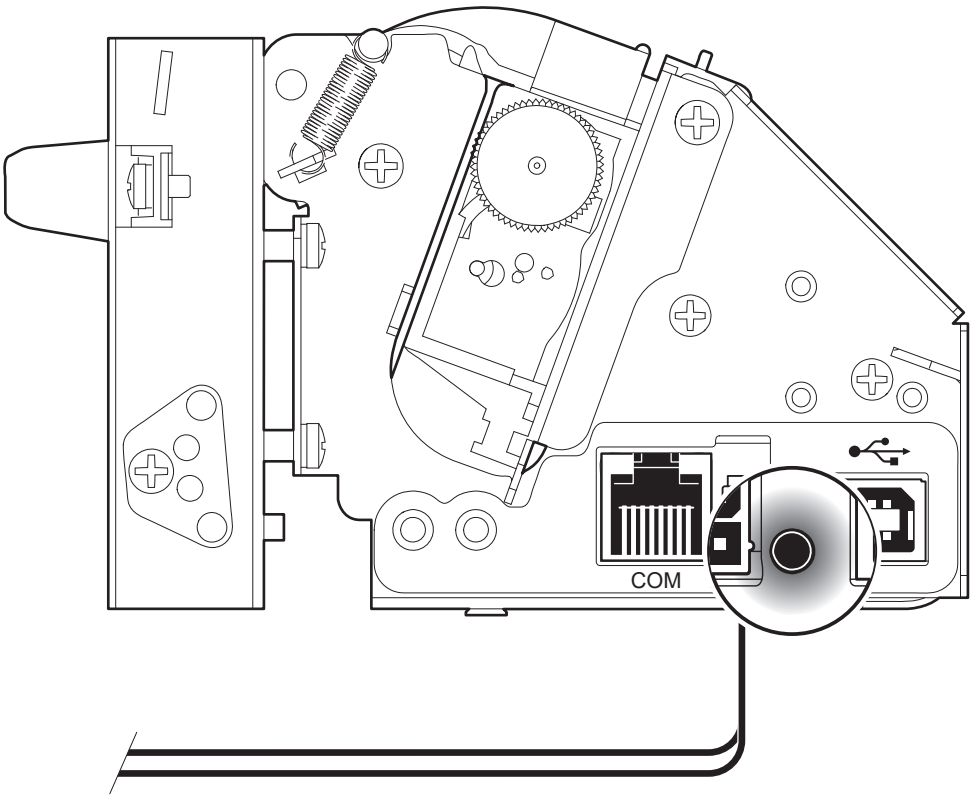
TG2460HIII TRANSP,
TG2460HIII CUT,
TG2460HIII EJC





Connect the power supply cable to an external power supply unit and to the device.
Use the type of electrical power supply indicated on the label.

2

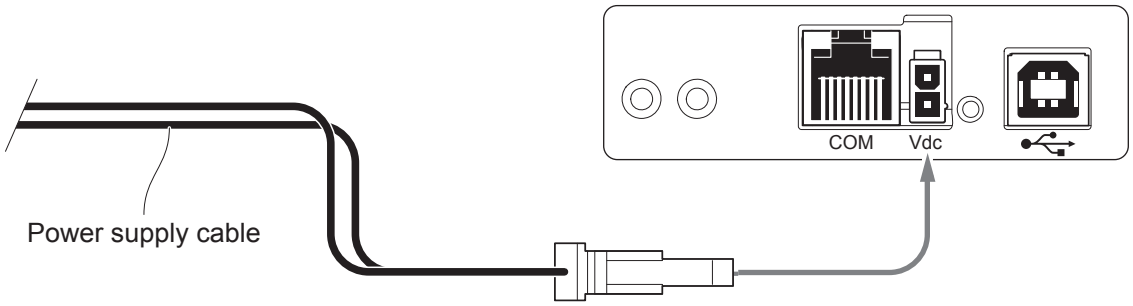


The green status LED turns on and the device is ready.

5.3 Loading the paper roll

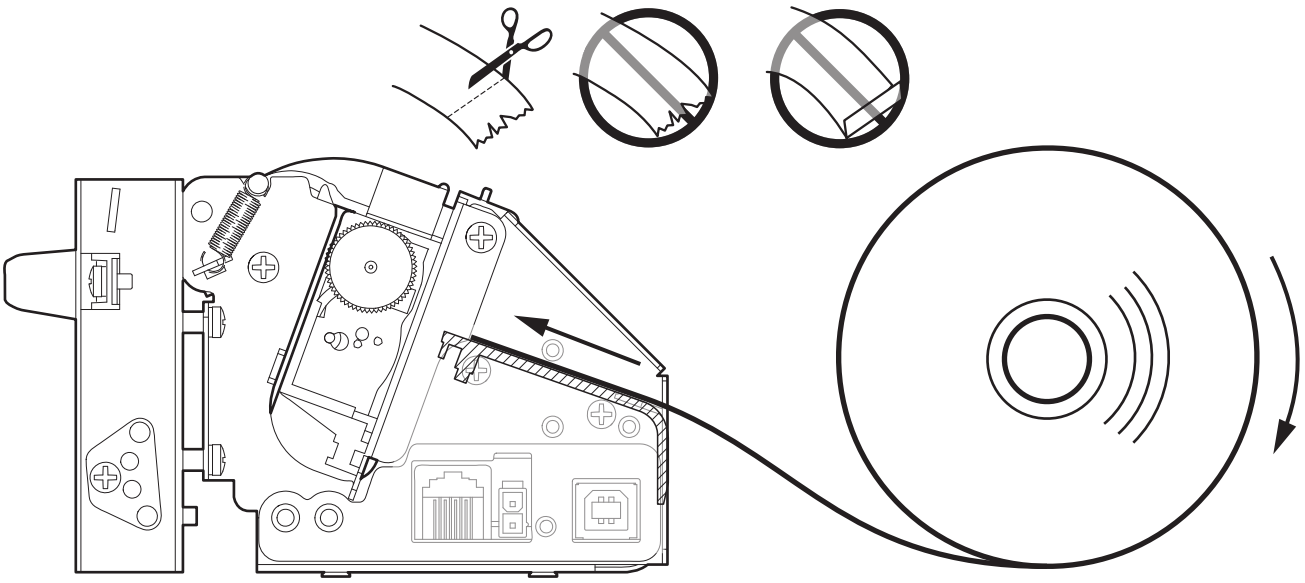
To change the paper proceed as follows. At every change of paper, check inside the device.

1



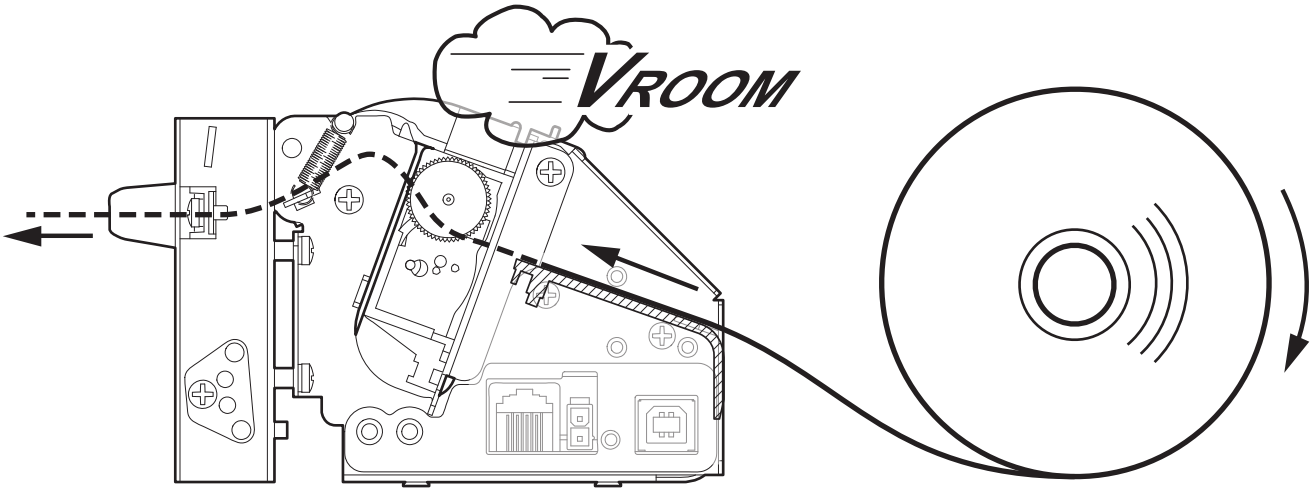
Switch on the device
(see paragraph 5.2).

2



Insert the paper into the the input mouth
so that it unrolls correctly, as shown in figure.

3



Wait until the paper is automatically loaded and cut.

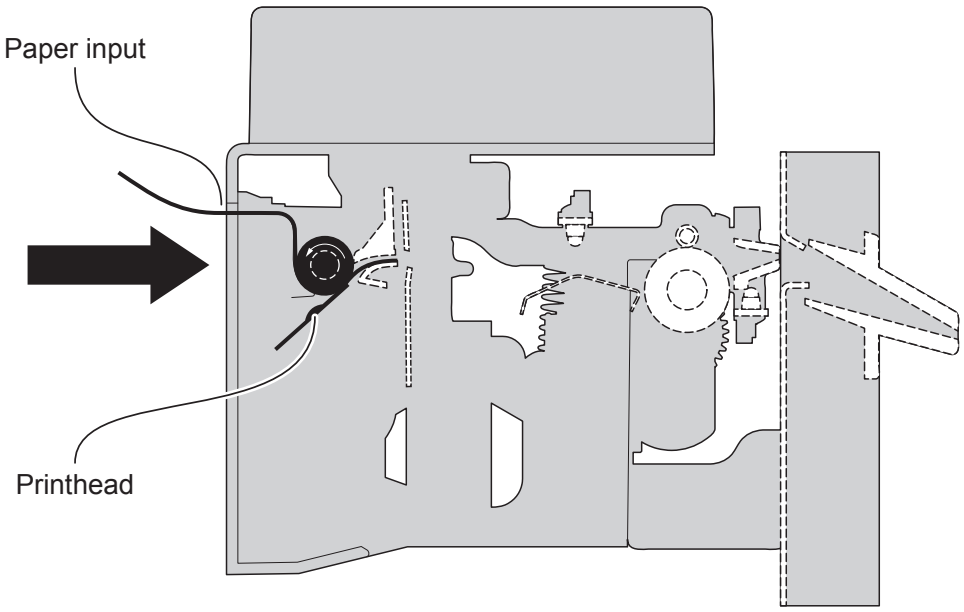
5.4 Issuing ticket

TG2460HIII EJC

The device allows you to choose between different operating modes for the issuance of printed tickets.
The operating modes shown in the following images, depend on the commands sent to the device.

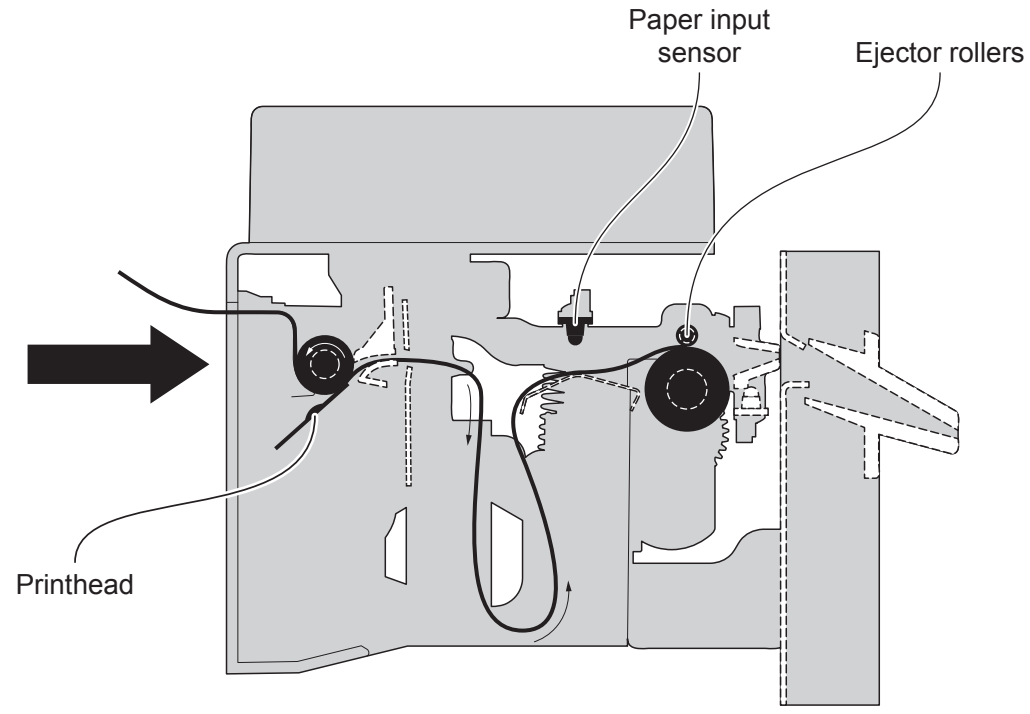
“EJECT” mode

1



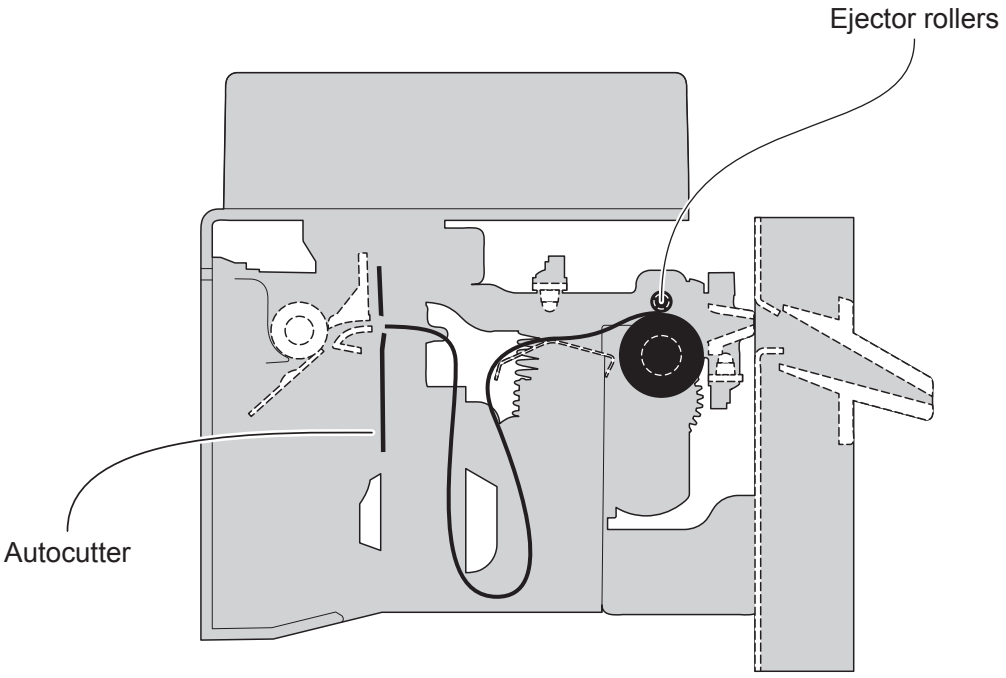
The device starts the ticket printing.

2



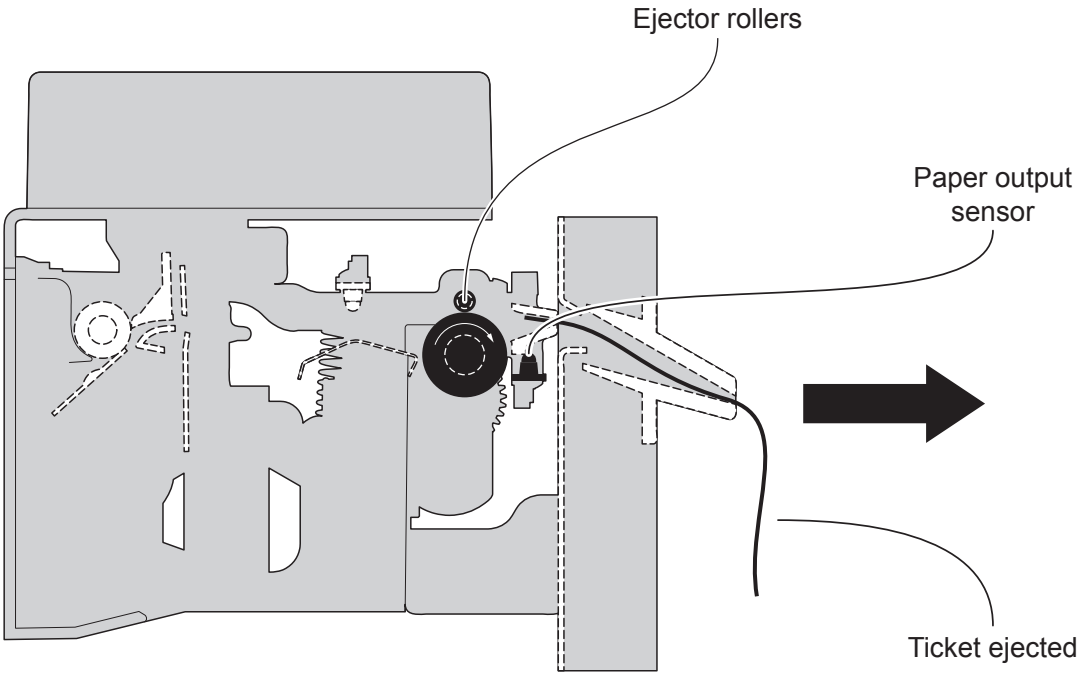
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



When printing ends, the device cuts the printed ticket.

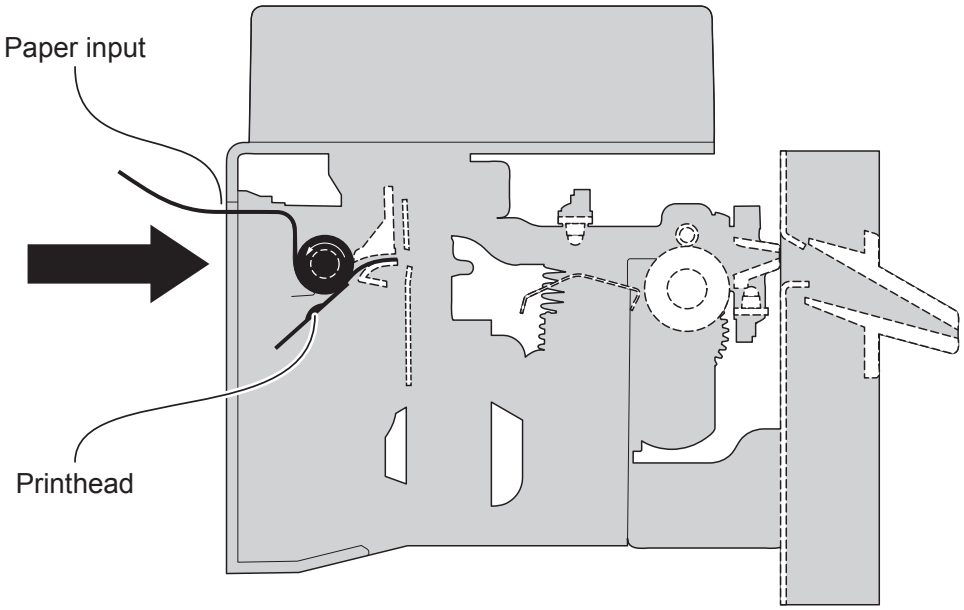
4



The device directly ejects the ticket.

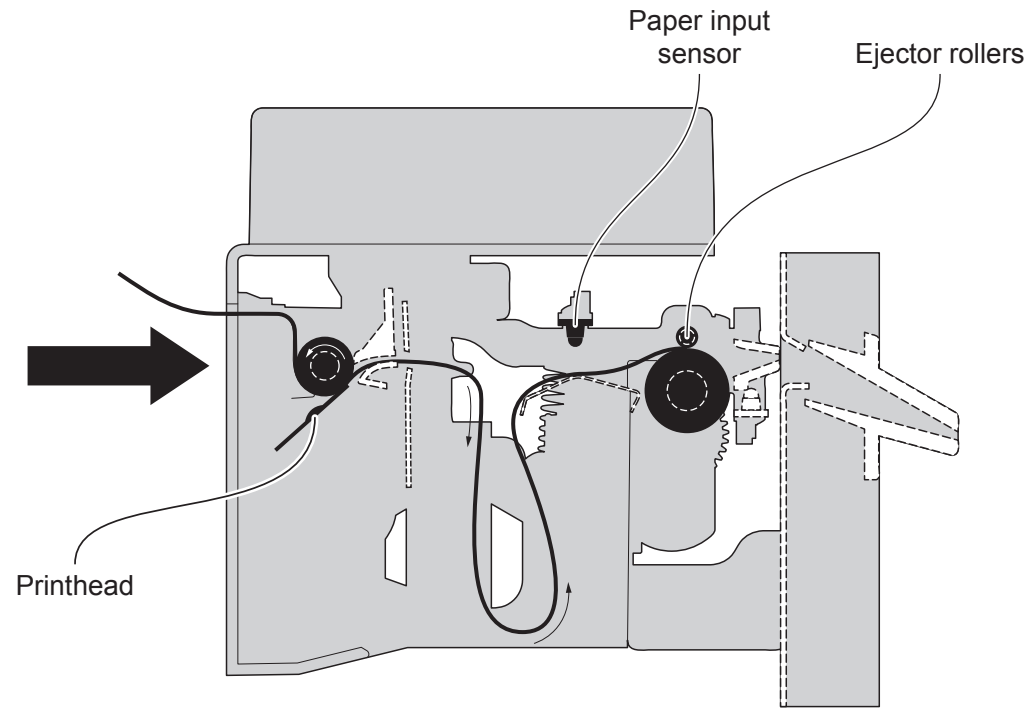
“PRESENT-EJECT” mode

1



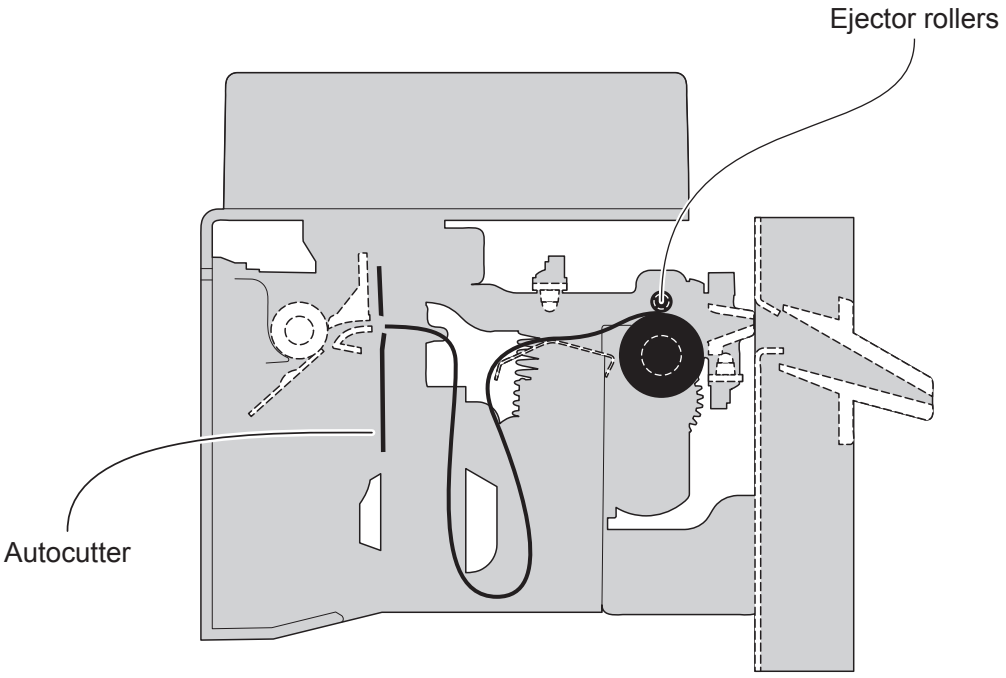
The device starts the ticket printing.

2



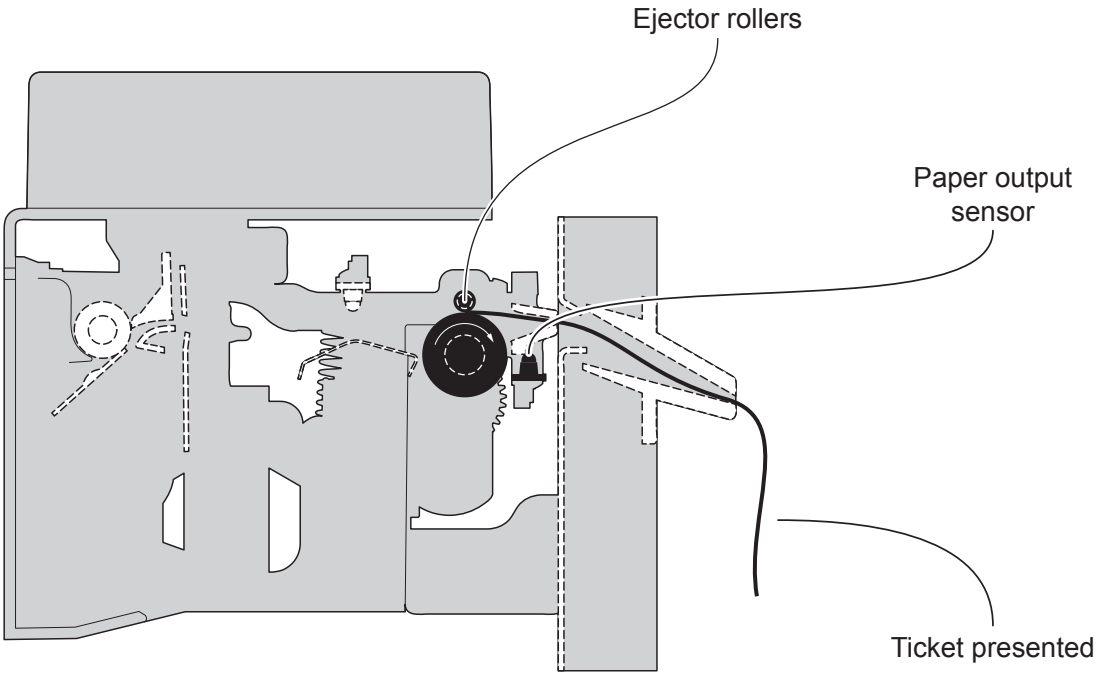
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



When printing ends, the device cuts the printed ticket.

4

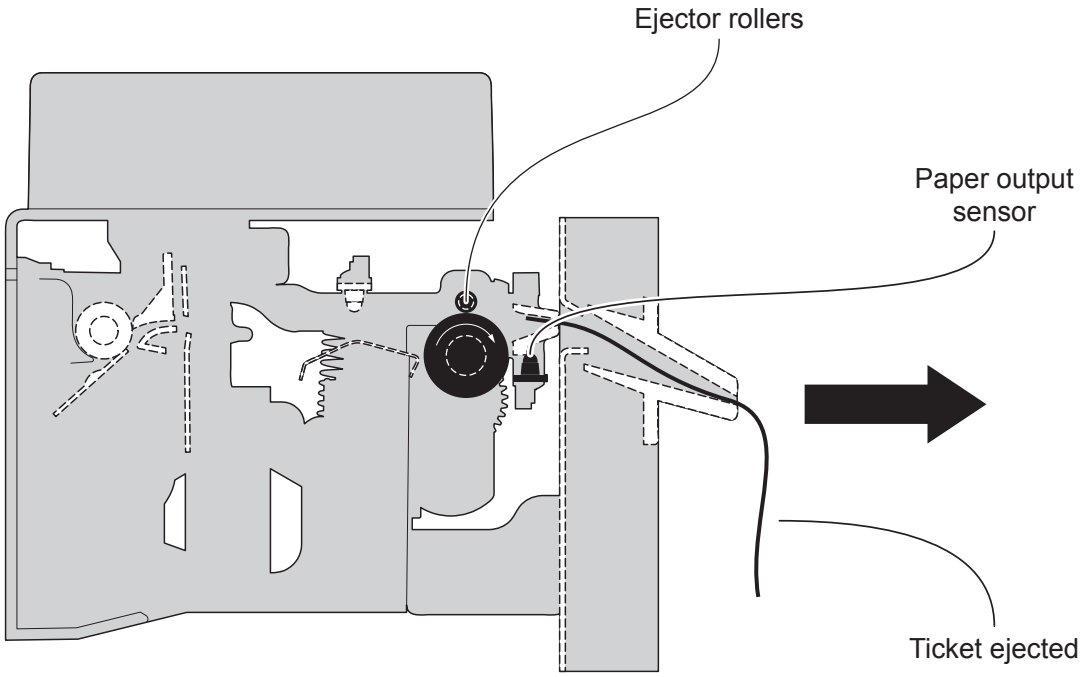


The device presents the ticket on the paper mouth.

5

The ticket is waiting on the paper mouth for a preset period of time.

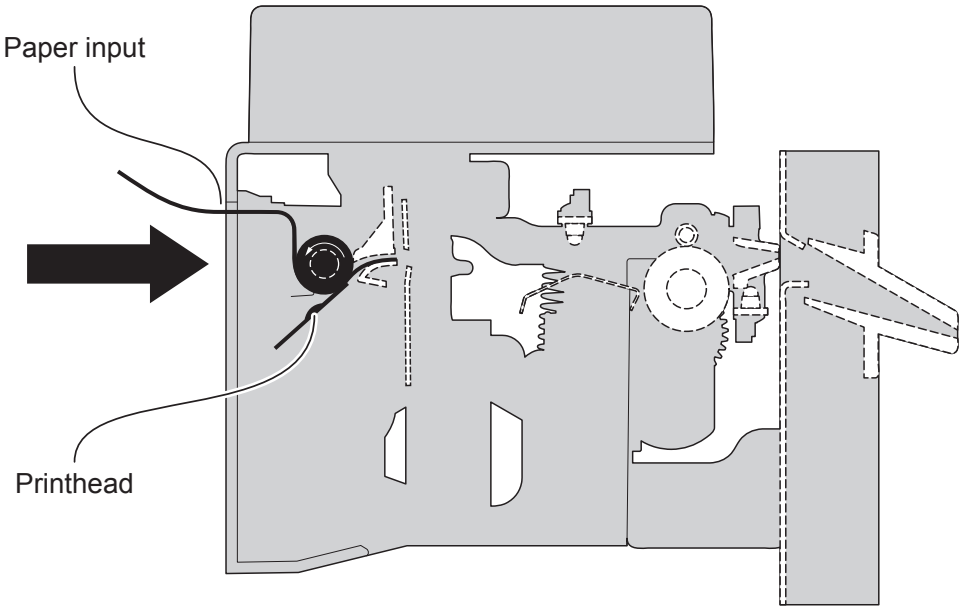
6



The device directly ejects the ticket.

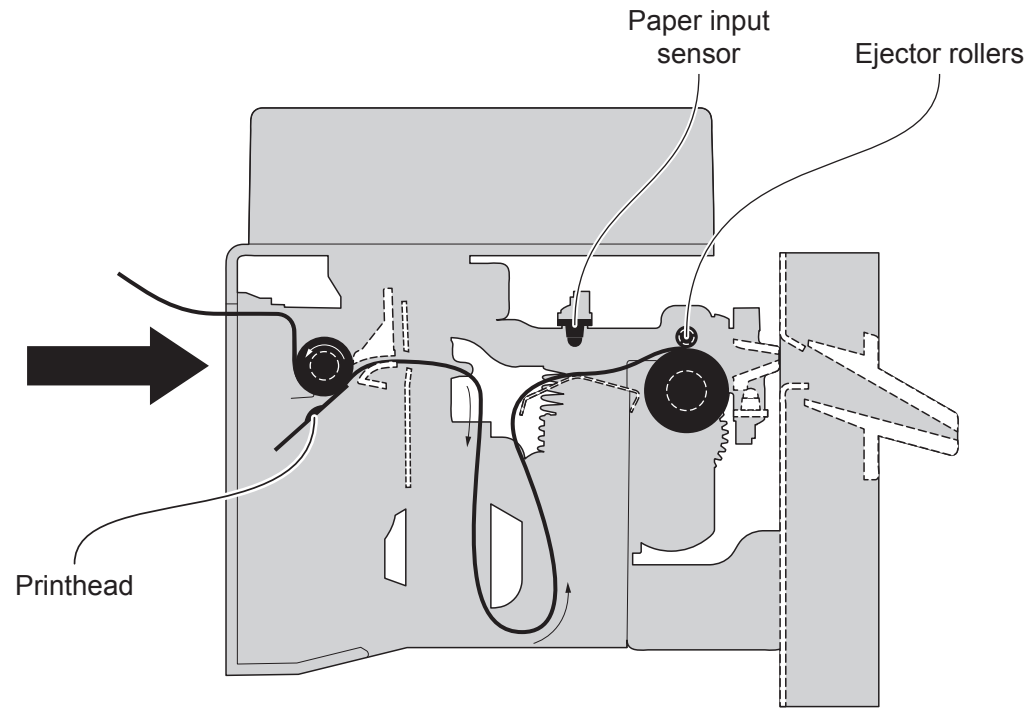
“PRESENT” mode

1



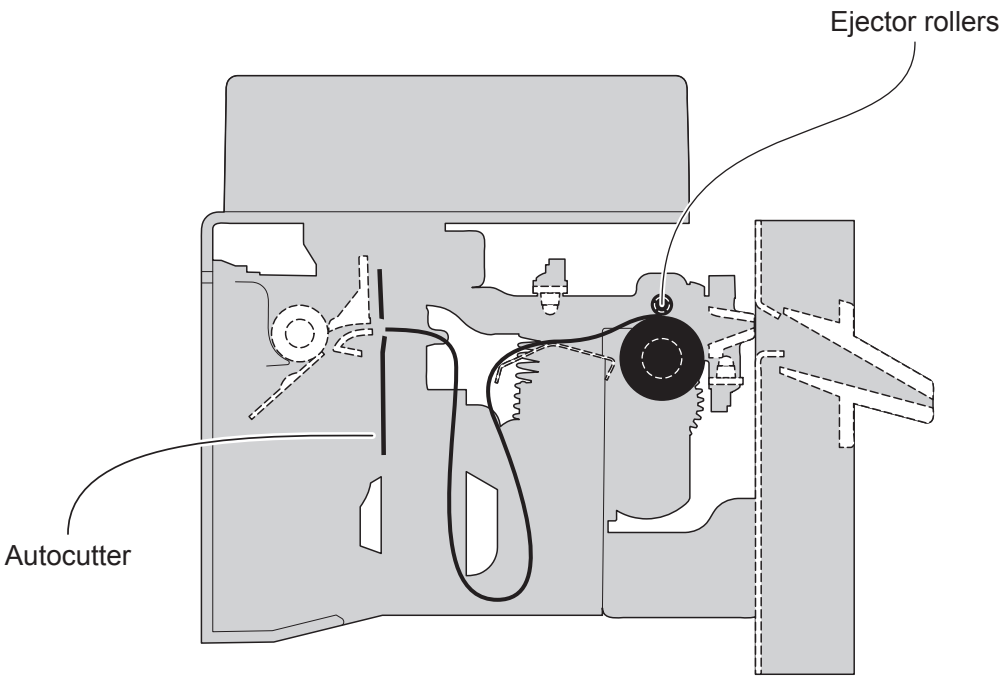
The device starts the ticket printing.

2



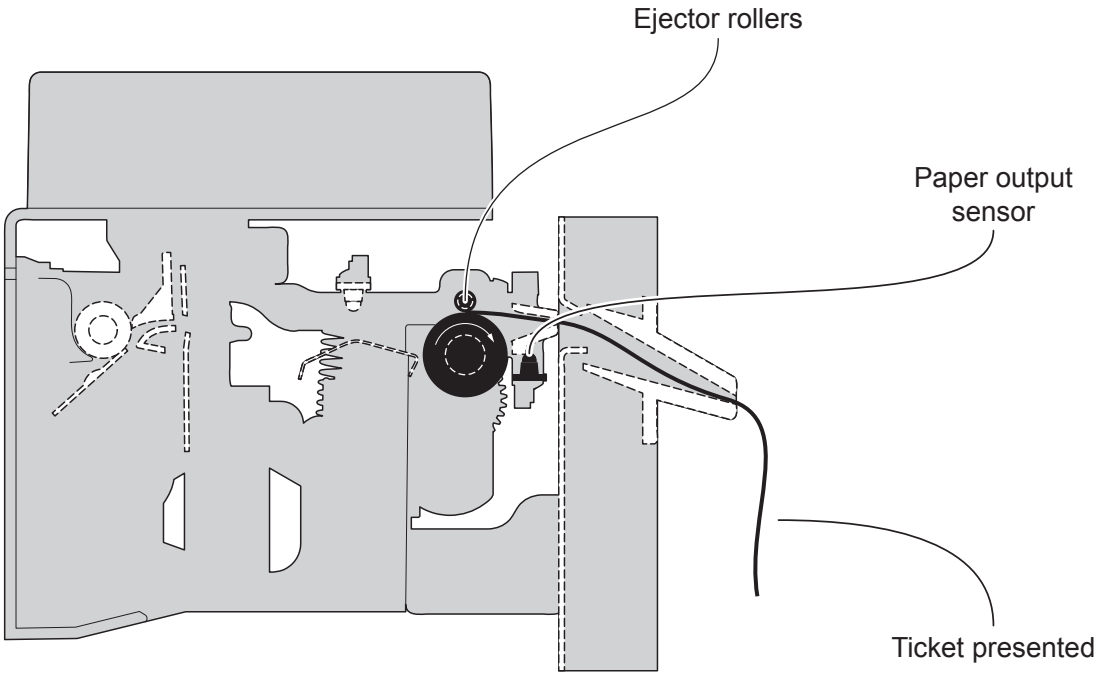
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



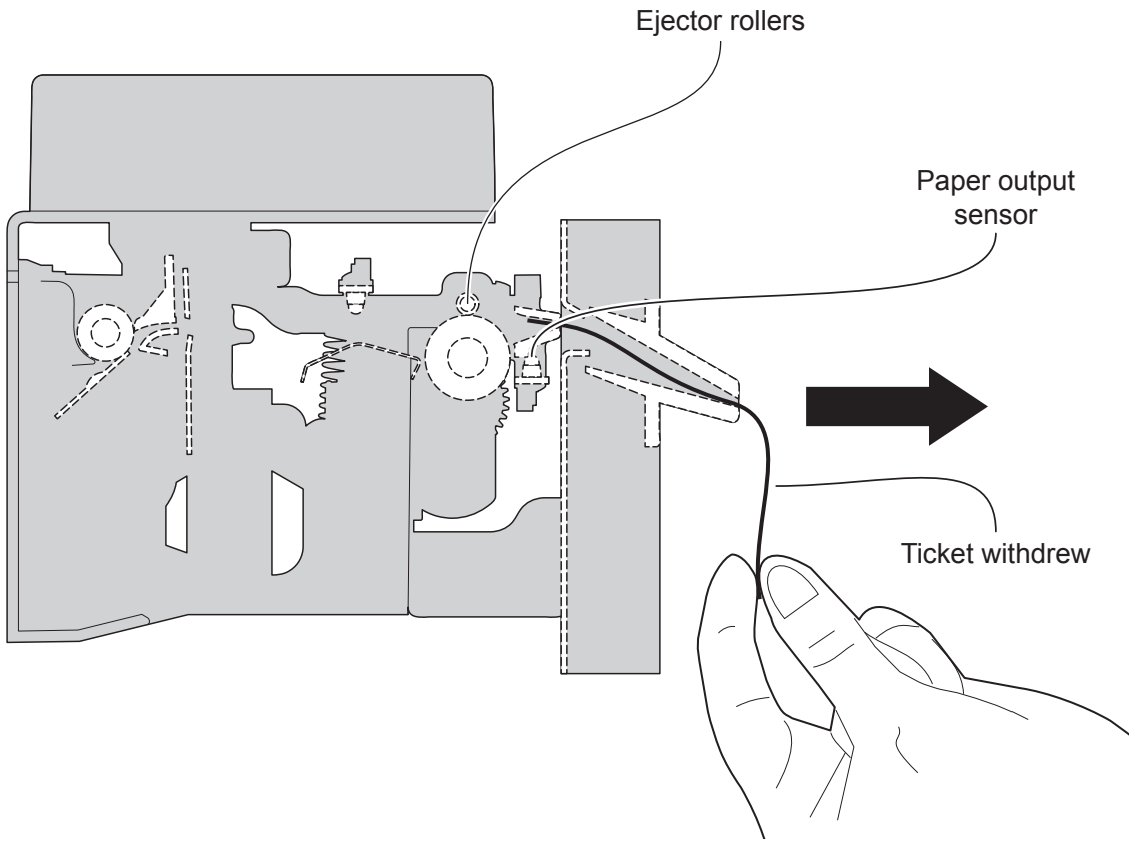
When printing ends, the device cuts the printed ticket.

4



The device presents the ticket on the paper mouth.

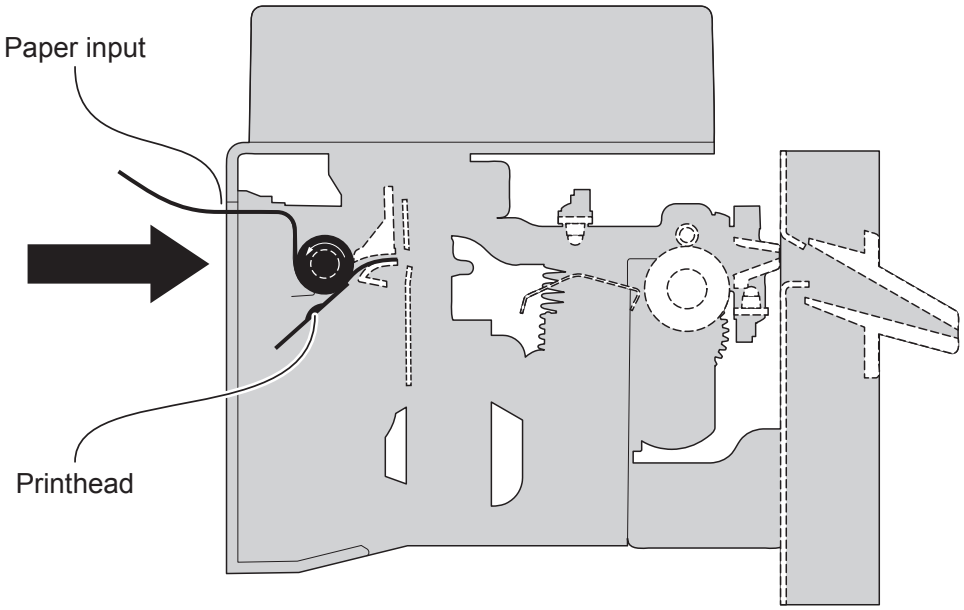
5



The user withdraws the ticket from the paper mouth.

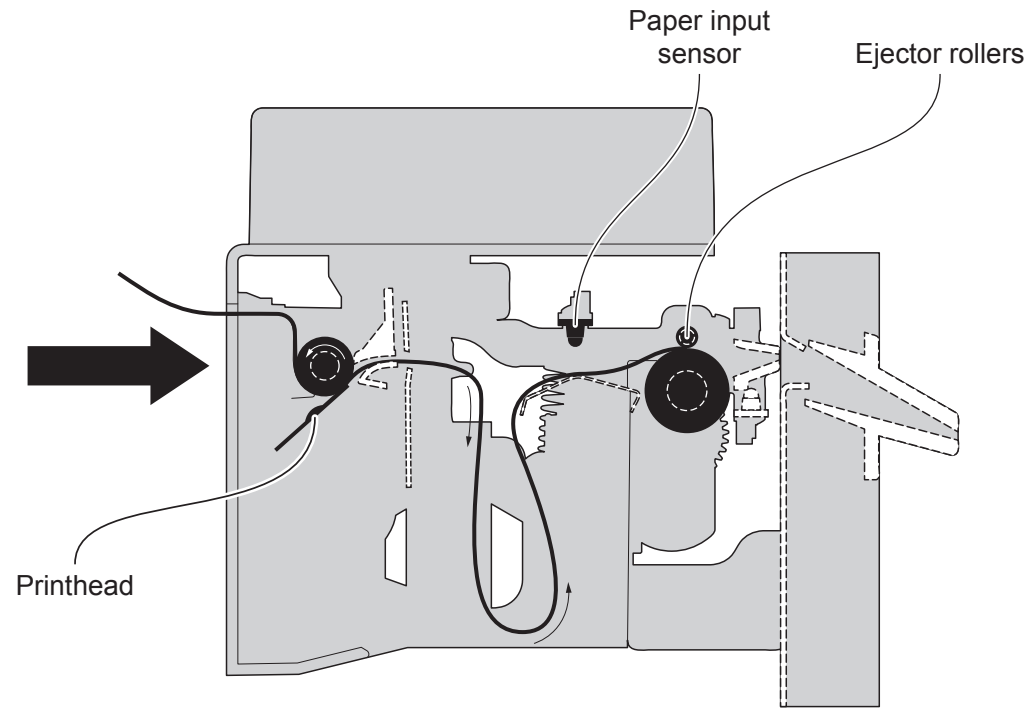
“EJECT CONTINUOUS PRINTING” mode

1



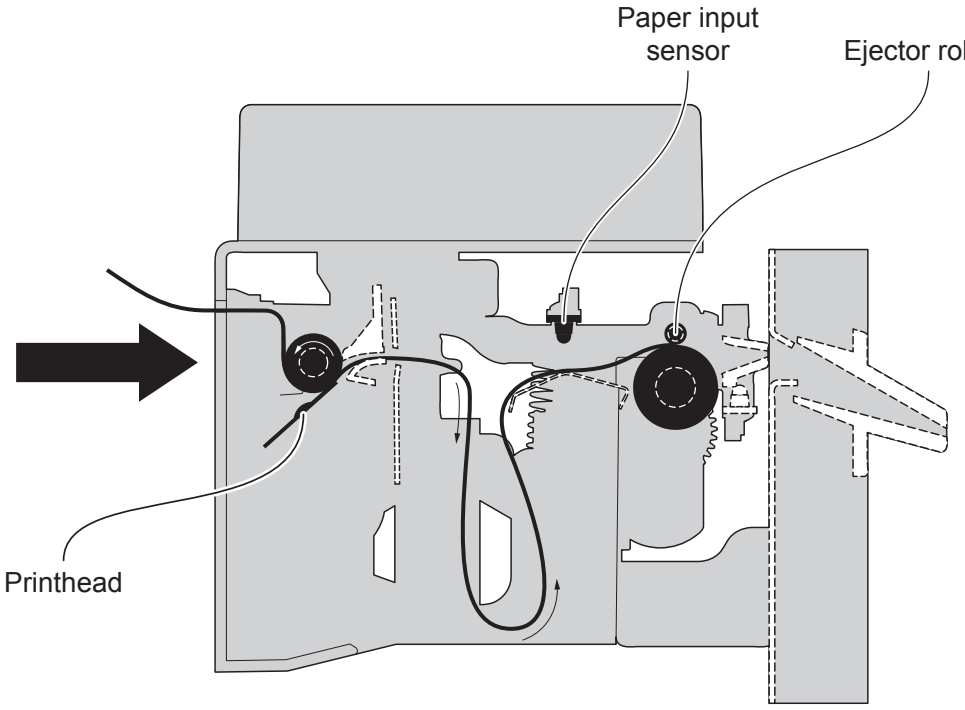
The device starts the ticket printing.

2



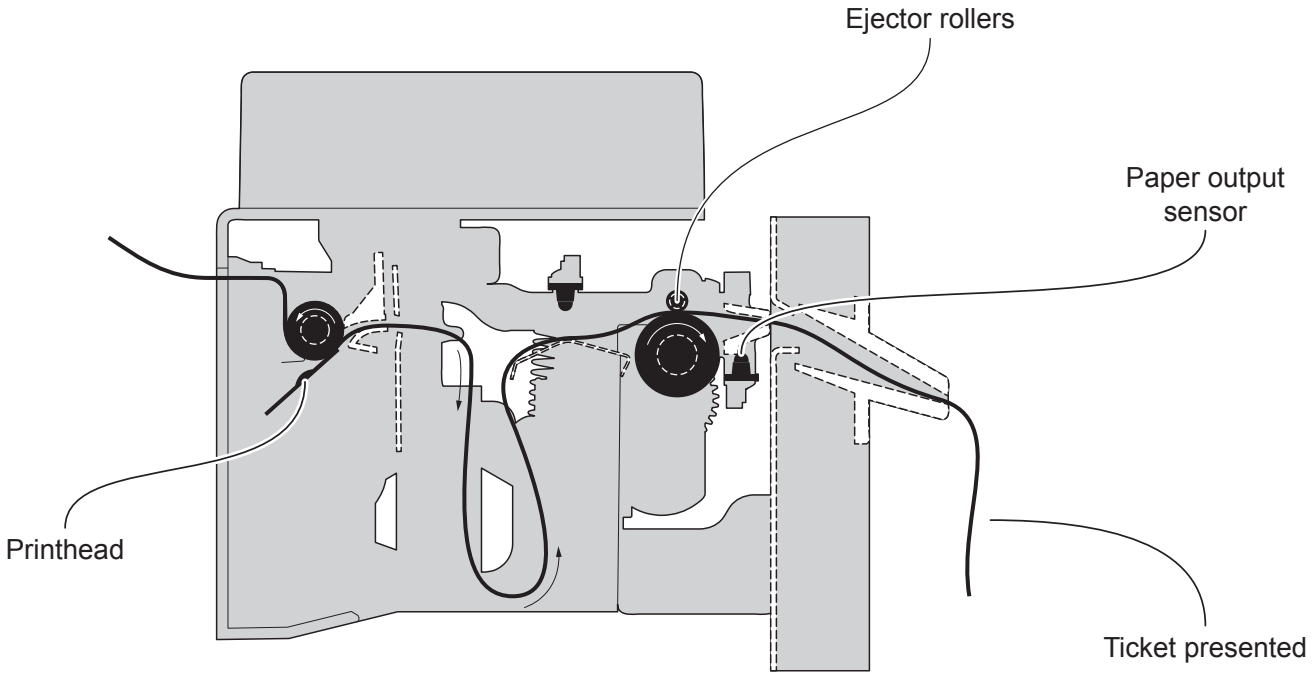
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



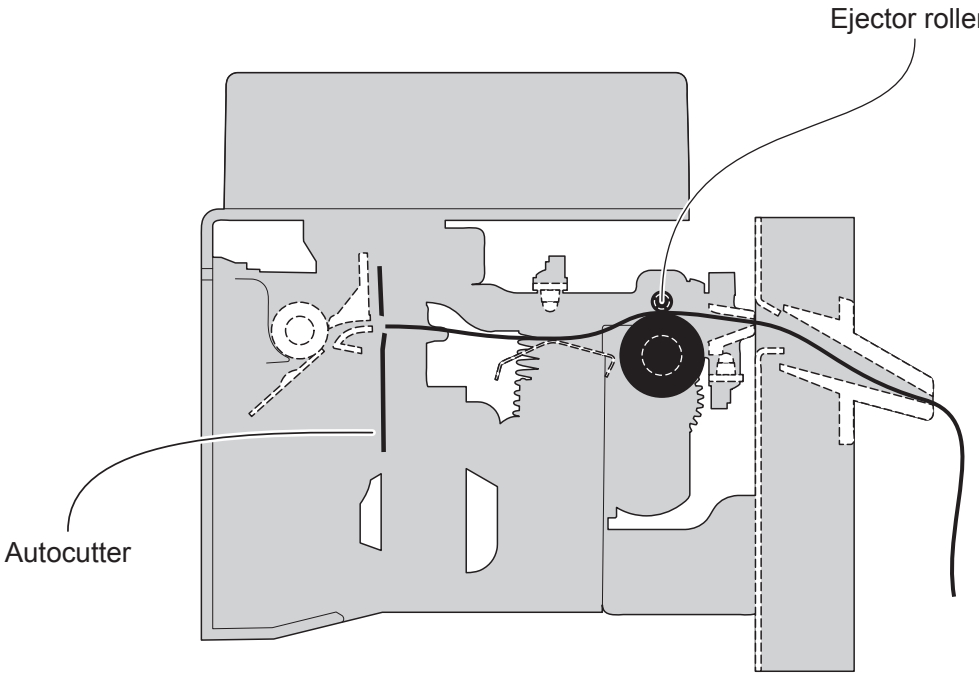
If the printed portion of ticket exceeds length of 50 cm, the device enters in continuous printing mode.

4



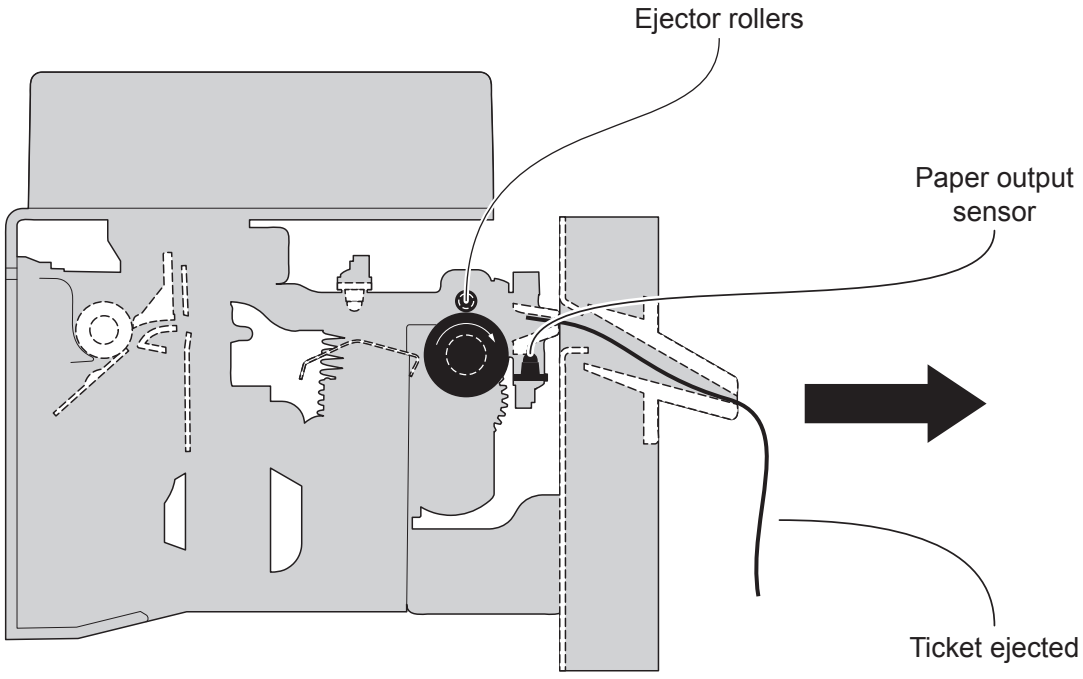
The device presents the ticket on the paper mouth while it continues printing.

5



When printing ends, the device cuts the printed ticket.

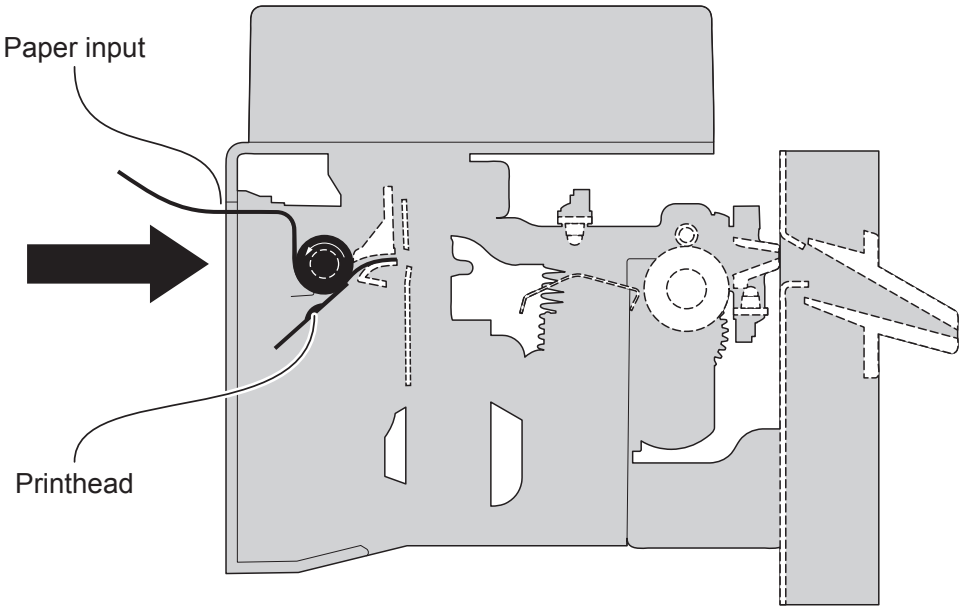
6



The device directly ejects the ticket.

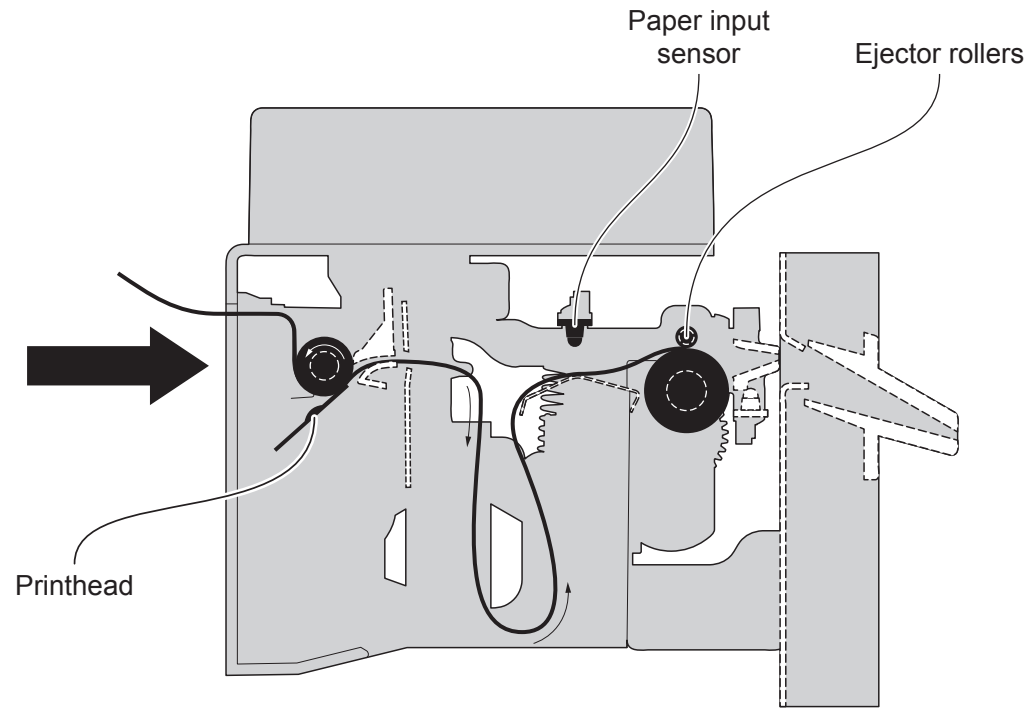
“PRESENT-EJECT CONTINUOUS PRINTING” mode

1



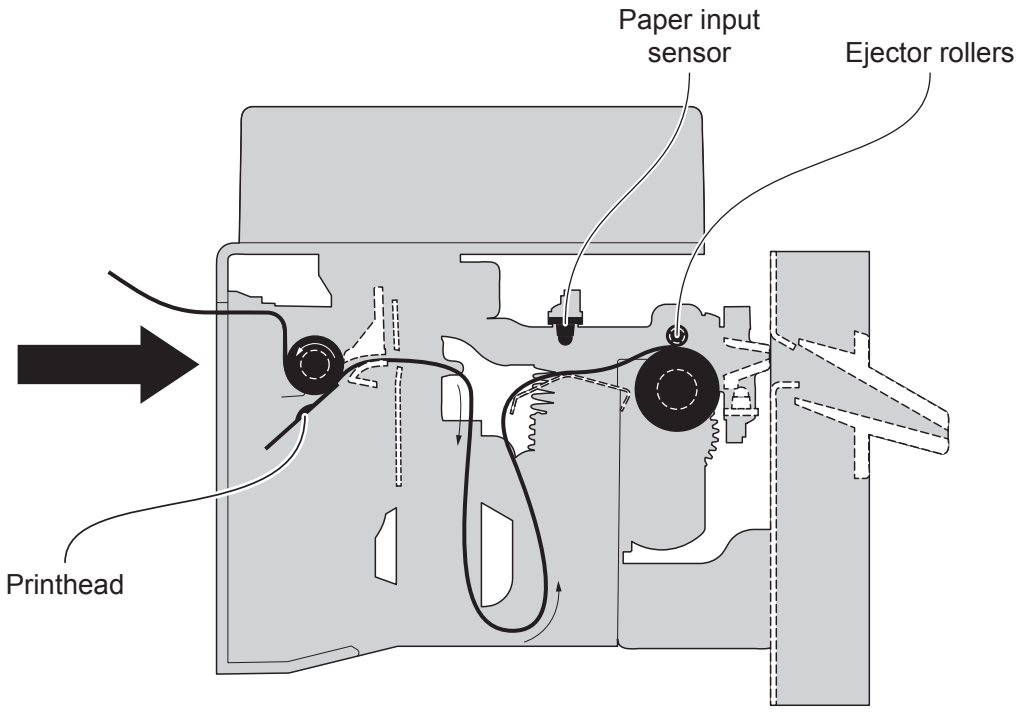
The device starts the ticket printing.

2



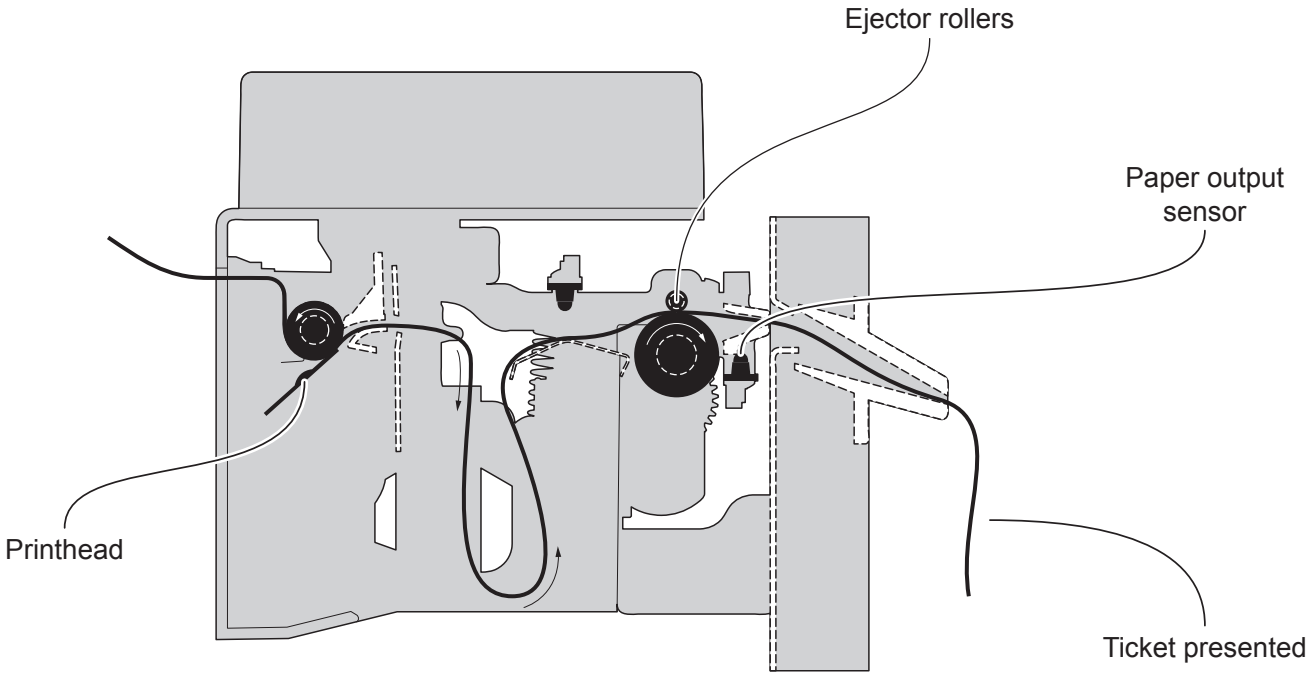
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



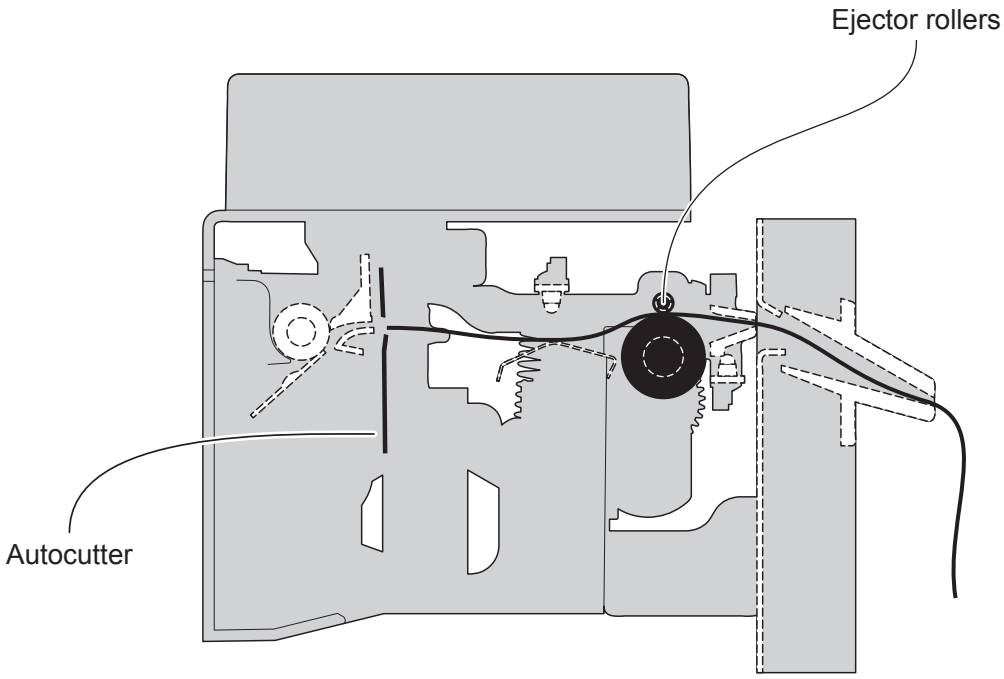
If the printed portion of ticket exceeds length of 50 cm, the device enters in continuous printing mode.

4



The device presents the ticket on the paper mouth while it continues printing.

5

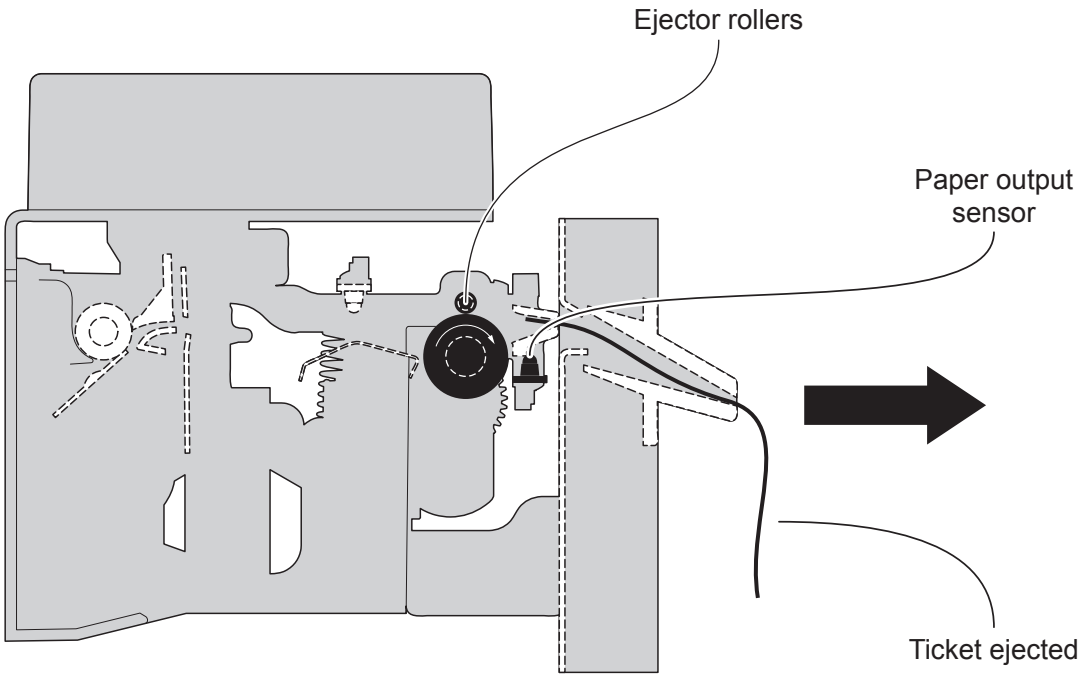


When printing ends, the device cuts the printed ticket.

6

The ticket is waiting on the paper mouth for a preset period of time.

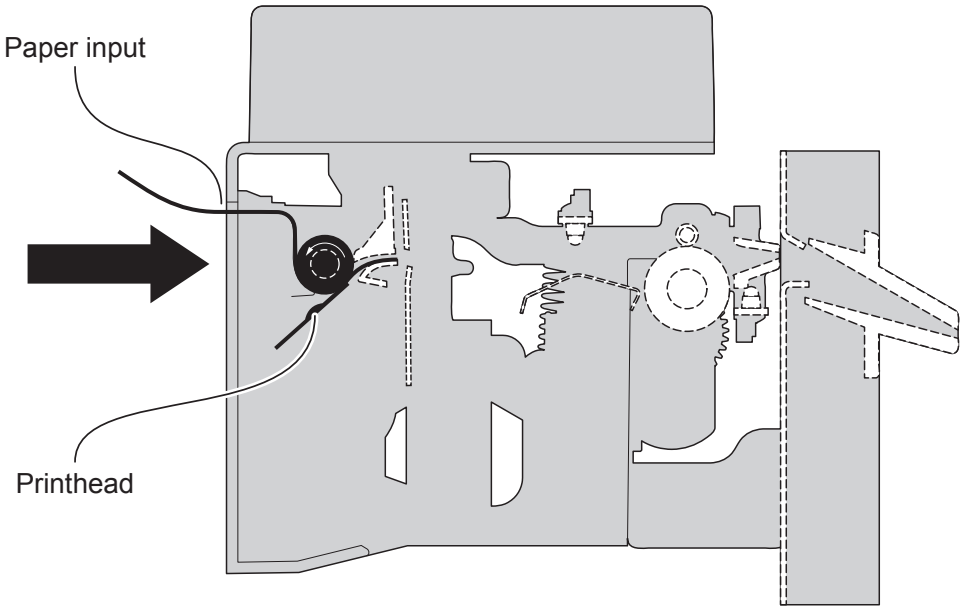
7



The device directly ejects the ticket.

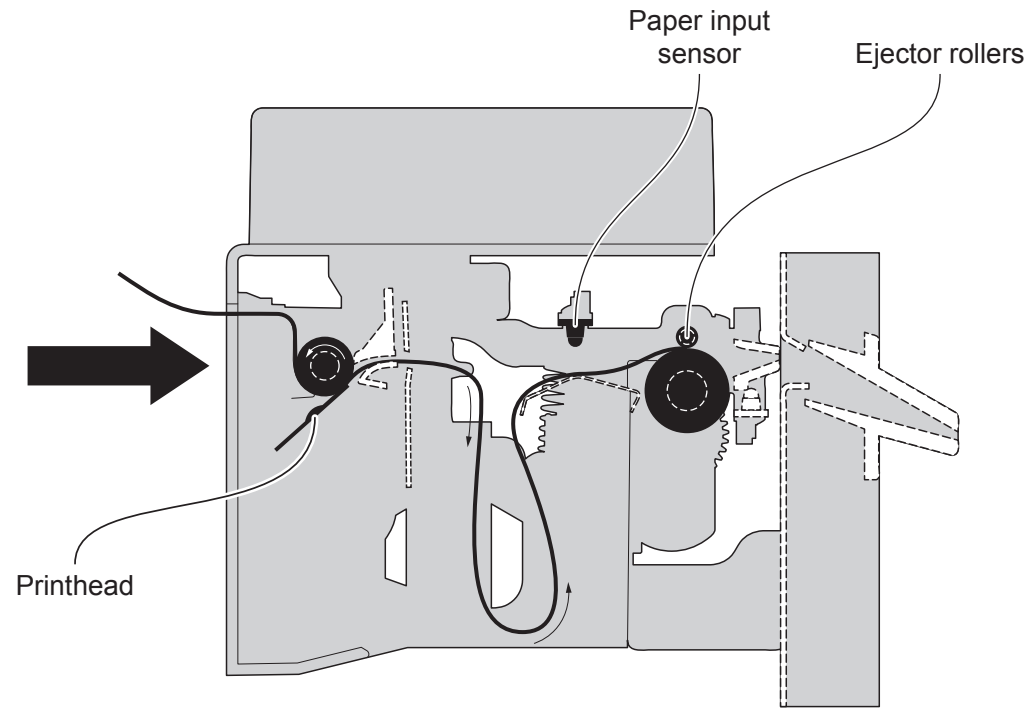
“PRESENT CONTINUOUS PRINTING” mode

1



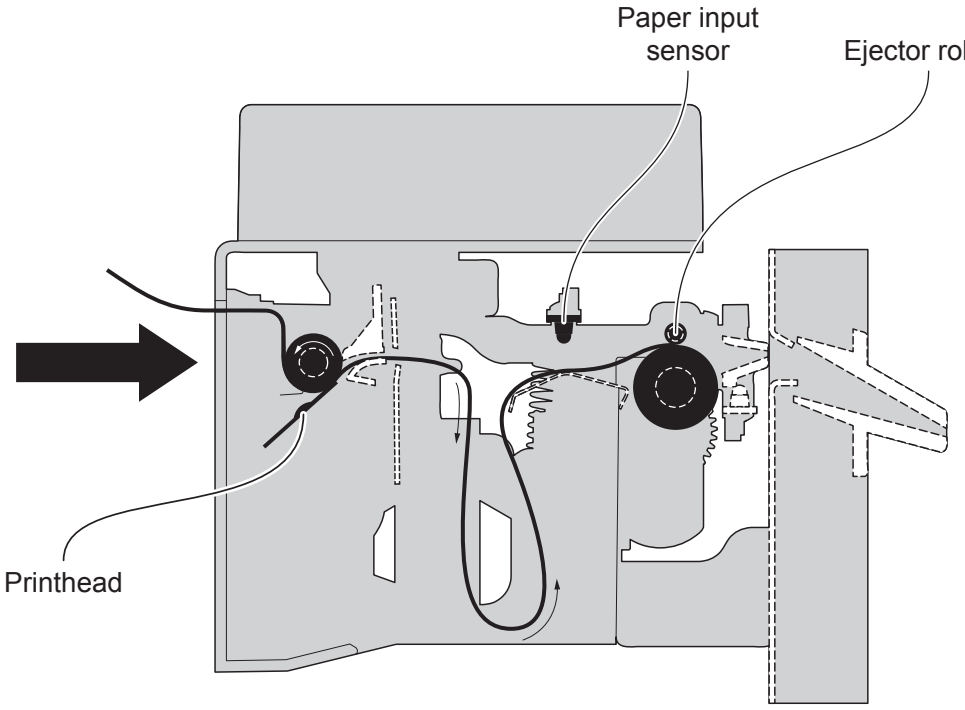
The device starts the ticket printing.

2



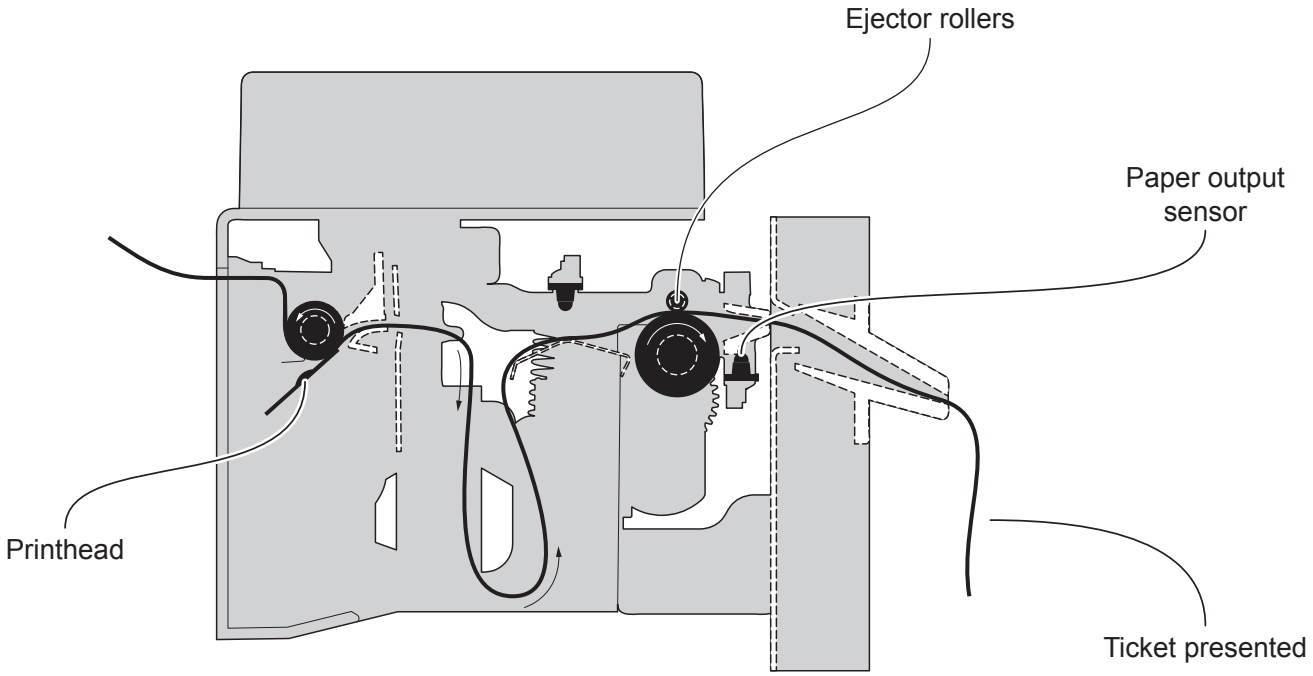
The ticket advances ahead to engage the paper input sensor and is caught between the ejector rollers. The printed portion of ticket is collected in the space between autocutter and ejector while the device continues printing.

3



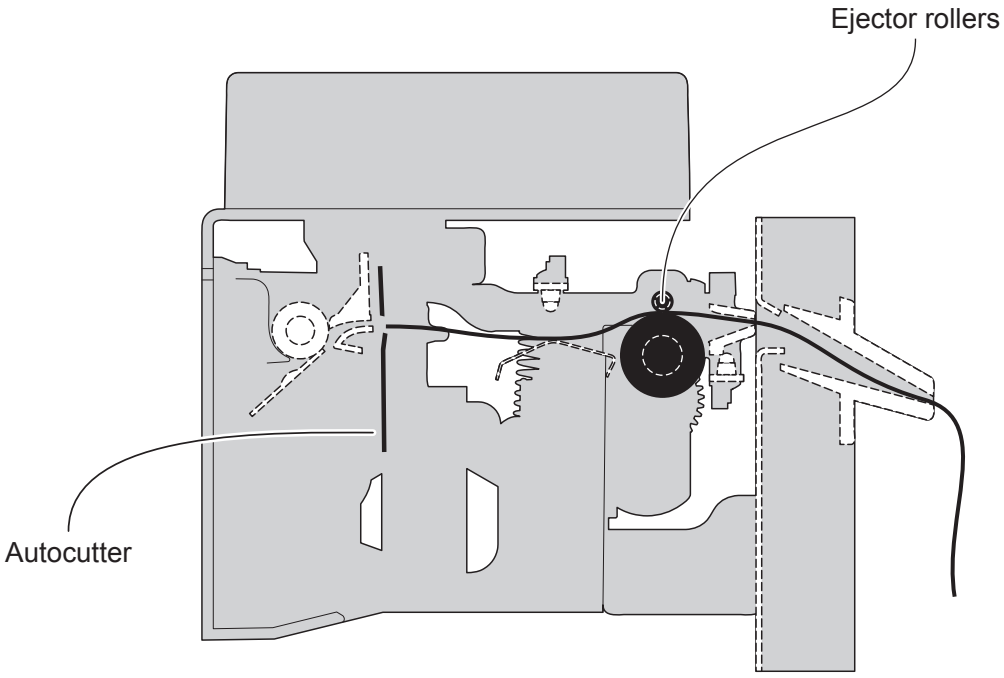
If the printed portion of ticket exceeds length of 50 cm, the device enters in continuous printing mode.

4



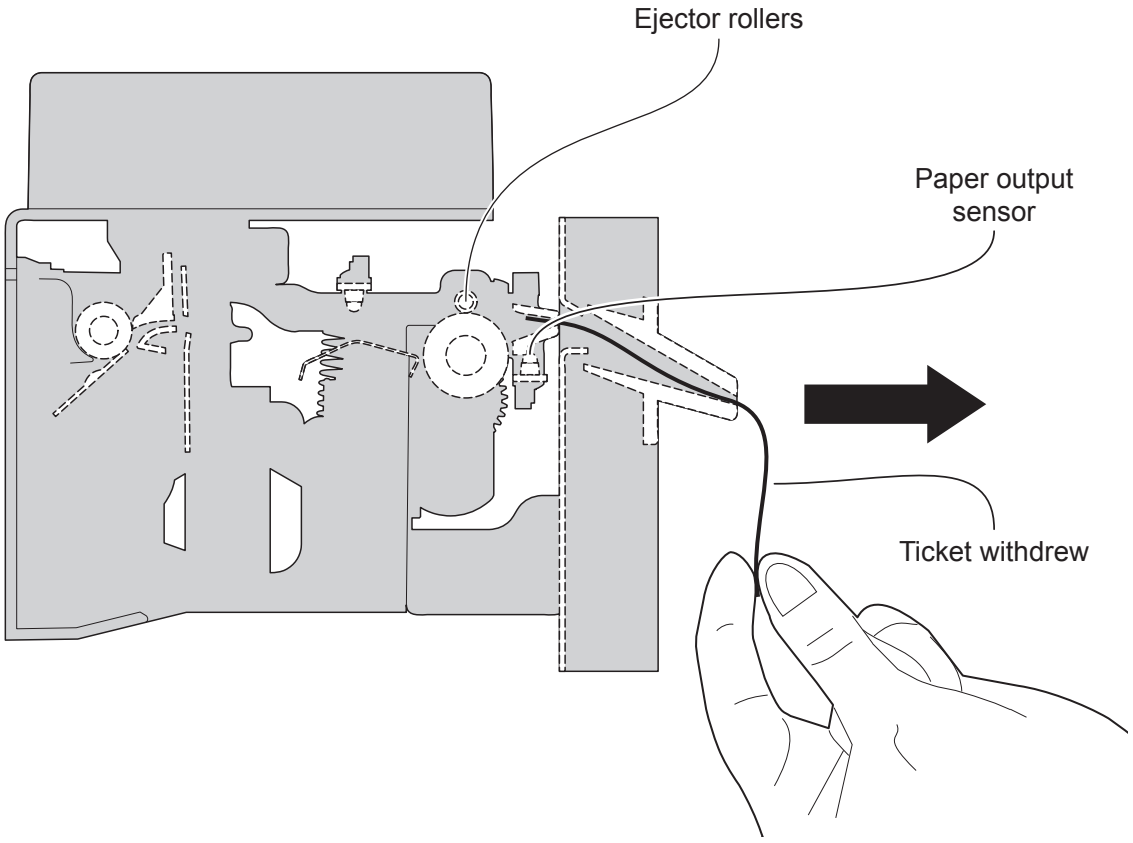
The device presents the ticket on the paper mouth while it continues printing.

5



When printing ends, the device cuts the printed ticket.

6



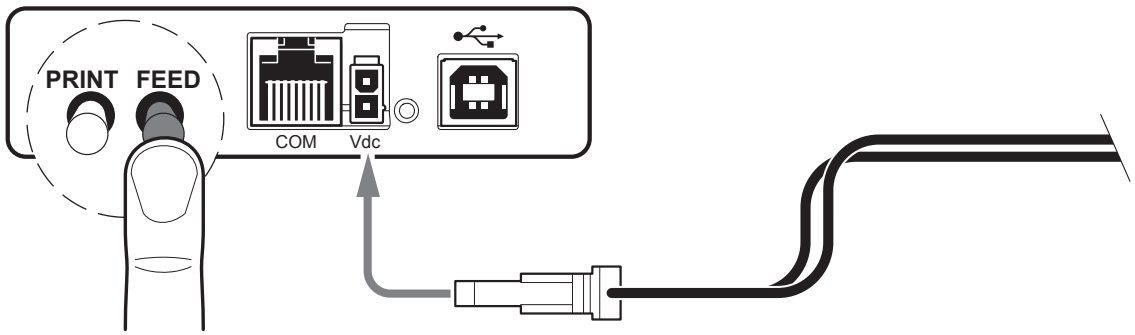
The user withdraws the ticket from the paper mouth.

6 CONFIGURATION

6.1 Configuration by keys

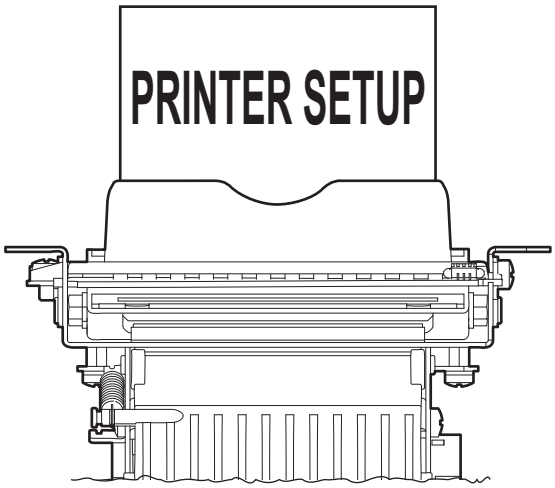
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



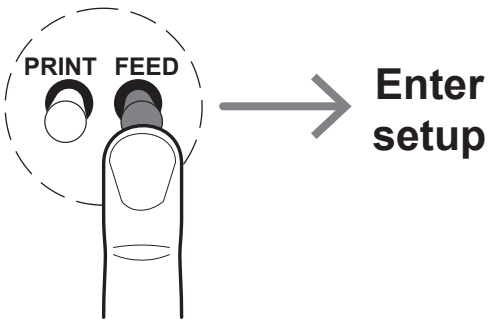
While pressing the FEED key,
switch on the device by inserting the power supply cable.

2



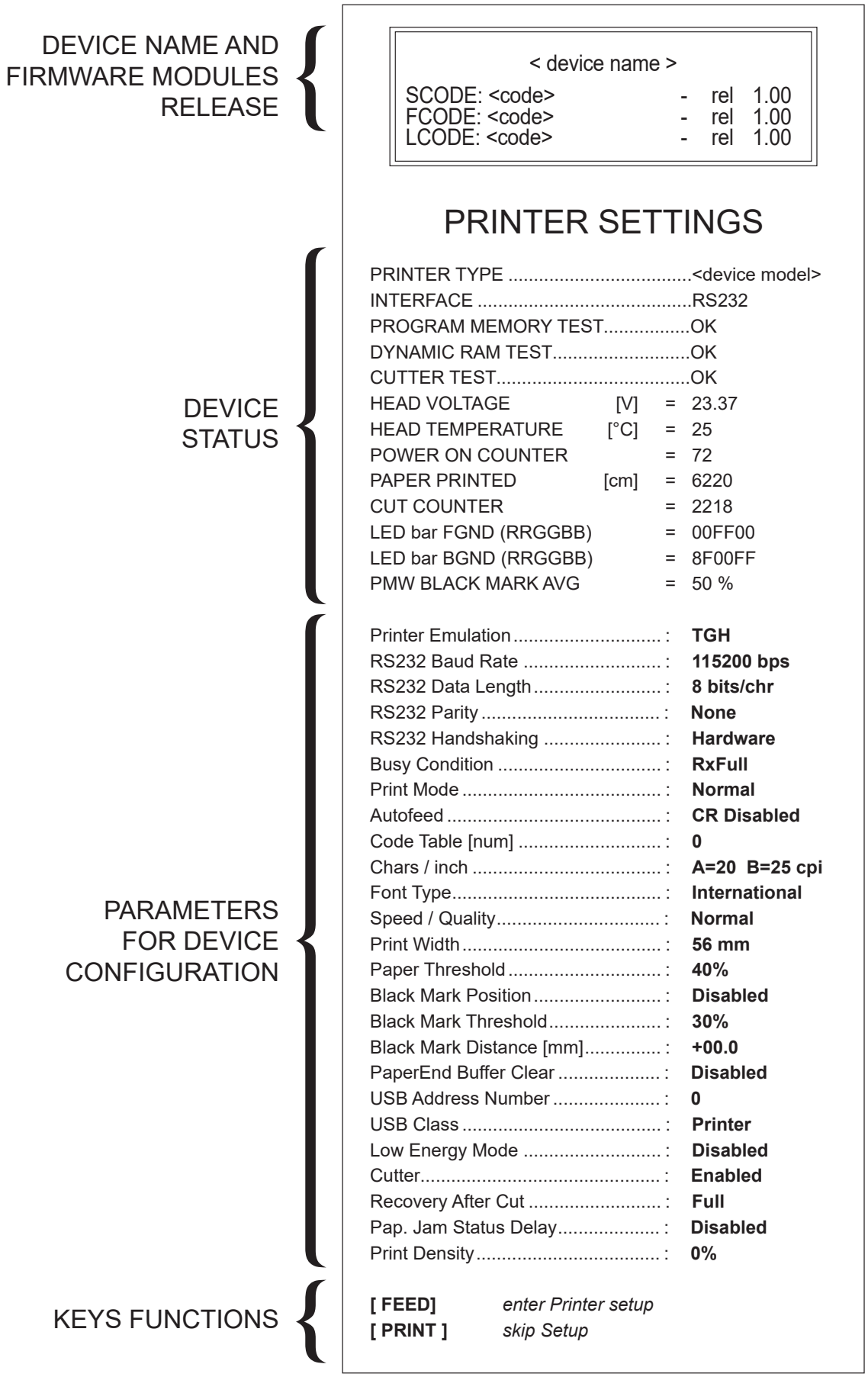
The device prints the report with
parameters for settings.

3



Hold down the FEED key to enter
the configuration mode (see paragraph 3.5).

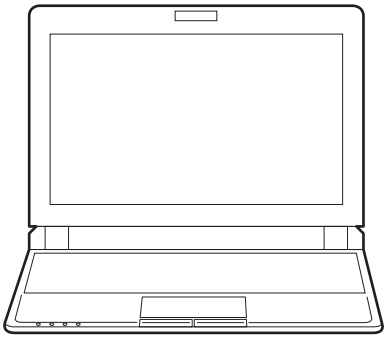
The following figure shows the setup report of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.



6.2 Configuration by software

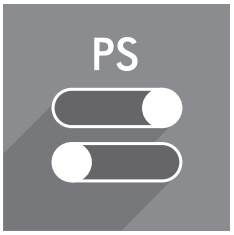
The setup parameters can be set by using the “PrinterSet” software tool available on www.custom4u.it.
For a detailed description of the device operating parameters see the following paragraphs.
To configure the device by software, proceed as follows.

1



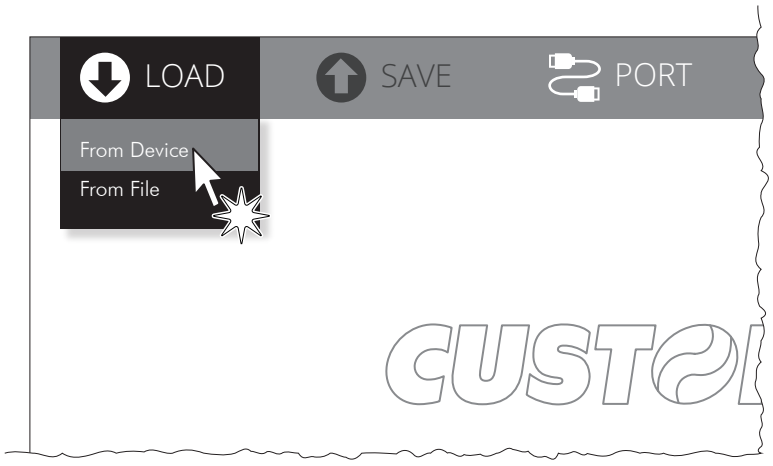
Connect the device to a PC directly (see paragraph 4.3),
without using HUB devices.

2



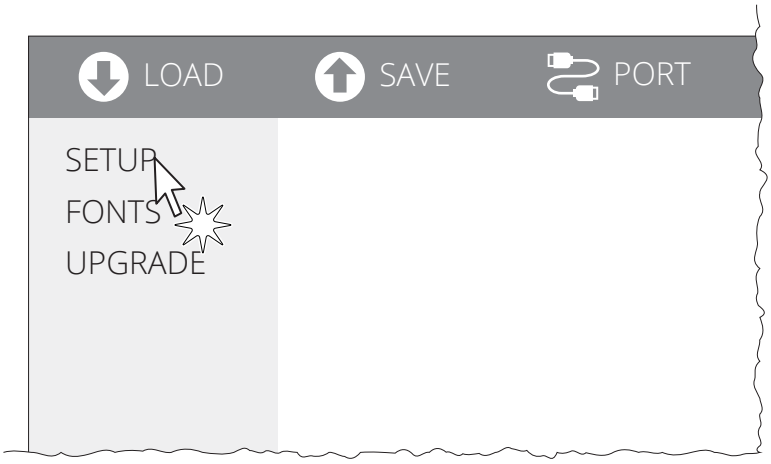
Start “PrinterSet” software tool.

3



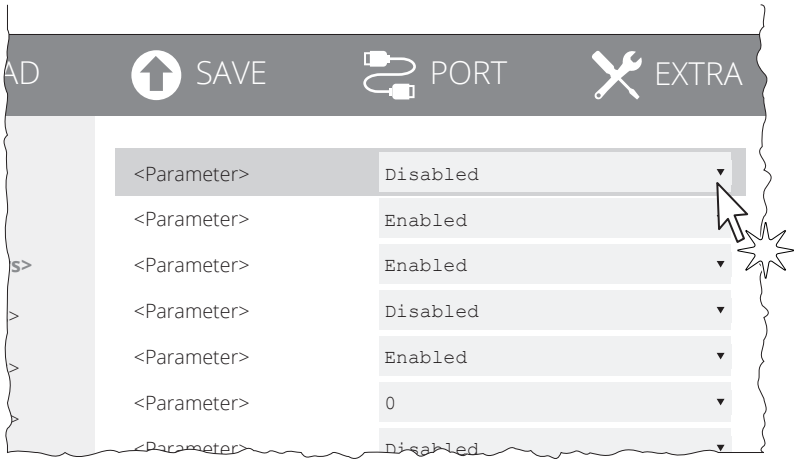
Click on LOAD > FROM DEVICE and select
the device connected to the PC.

4



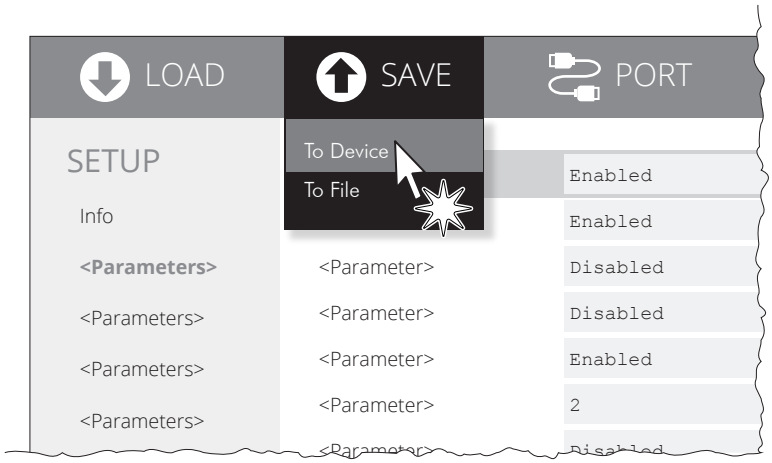
Click on SETUP to access the operating parameteres of the device to be configured.

5



Make the desired changes to the
device operating parameters.

6



Click on SAVE > TO DEVICE
to make the changes made effective.

ATTENTION:
During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

6.3 Device status

The device operating status is indicated in the configuration print-out in which, next to the name of the components displayed, the following information is given:

PRINTER TYPE	device model
INTERFACE	interface present
PROGRAM MEMORY TEST	OK appears if functioning and NOT OK if faulty
DYNAMIC RAM TEST	OK appears if functioning and NOT OK if faulty
CUTTER TEST	OK appears if functioning and NOT OK if faulty
HEAD VOLTAGE	voltage of the head
HEAD TEMPERATURE	temperature of the head
POWER ON COUNTER	number of power-ups made
PAPER PRINTED	centimetres of paper printed
CUT COUNTER	number of cuts made
LED bar FGND (RRGGBB)	foreground colour set for the status LED on the bezel
LED bar BGND (RRGGBB)	background colour set for the status LED on the bezel
PWM BLACK MARK AVG.	average value of the PWM of the alignment sensor

6.4 Communication parameters

The device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

RS232 BAUD RATE

Communication speed of the serial interface:

9600	57600
19200	115200 [D]
38400	

This parameter is valid only with serial interface.

RS232 DATA LENGTH

Number of bit used for characters encoding:

7 bits/car
8 bits/car [D]

This parameter is valid only with serial interface.

RS232 PARITY

Bit for the parity control of the serial interface:

None [D] =	parity bit omitted
Even =	even value for parity bit
Odd =	odd value for parity bit

This parameter is valid only with serial interface.

RS232 HANDSHAKING

Handshaking:

XON/XOFF =	software handshaking
Hardware [D] =	hardware handshaking (CTS/RTS)

This parameter is valid only with serial interface.

When the receive buffer is full, if handshaking is set to XON/XOFF, the device sends the XOFF (0x13) on the serial port. When the receive buffer has cleared once again, if handshaking is set to XON/XOFF, the device sends the XON (0x11) on the serial port.

BUSY CONDITION

Activation mode for Busy signal:

OffLine/ RXFull =	Busy signal is activated when the device is both in OffLine status and the buffer is full
RXFull [D] =	Busy signal is activated when the buffer is full

This parameter is valid only with serial interface.

USB ADDRESS NUMBER

Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC):

0 [D]	2	4	6	8
1	3	5	7	9

USB CLASS	USB communication class definition. Printer [D] = setting the printer function Virtual COM = setting the USB port as a virtual serial port

6.5 Operating parameters

The device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

PRINTER EMULATION	Available emulations for the device: TGH [D] CUSTOM/POS
PRINT MODE	Printing mode: Normal [D] = enables printing in normal writing way Reverse = enables printing rotated 180 degrees
AUTOFEED	Setting of the Carriage Return character: CR disabled [D] = Carriage Return disabled CR enabled = Carriage Return enabled
CHARS / INCH	Font selection: A = 11 cpi, B = 15 cpi [D] A = 15 cpi, B = 20 cpi A = 25 cpi, B = 20 cpi A = 20 cpi, B = 25 cpi CPI = Characters Per Inch.
FONT TYPE	Setting of the font type: International [D] = Enables the use of the 256 characters font tables Chinese GB18030 = Enables the use of the chinese extended font GB18030-2000 Korean CP949 = Enables the use of the korean font CP949 When the “International” font is enabled, you need to choose the character code table (parameter “Code Table”). When the Chinese font is enabled, the selection of the character code table is suspended (parameter “Code Table”).
CODE TABLE	Identifier number of the character code table to use. See paragraph 9.8 to learn about the character tables corresponding to the identification numbers set with this parameter. The character tables set with this parameter are the same set with the command 0x1B 0x74 (refer to the commands manual of the device).
SPEED / QUALITY	Setting of printing speed and printing quality: Normal [D] High Speed High Quality

PRINT WIDTH	Width of printing area: 52 mm 56 mm [D]
PAPER THRESHOLD	Threshold value (in percent) for the recognition of the presence of paper by the paper presence sensor: 30% 70% 40% [D] 80% 50% 90% 60%
PAPEREND BUFFER CLEAR	Cleaning mode of the data in receive buffer, if the printing is stopped due to lack of paper: Disabled [D] = the data remain in the receive buffer. When the paper runs out, the device keeps the remaining data in the receive buffer and prints the remaining portion of the ticket after that the new paper is loaded. Enabled = when the paper runs out, all data in the receive buffer are deleted.
LOW ENERGY MODE	Setting the inactivity period in seconds after which the device enters in sleep mode: Disabled [D] 15 s 30 s 60 s
LED bar FGND (RRGGBB)	Set the foreground color for the status LED on the bezel. This parameter consists in three value for red, green and blue color to be expressed in hexadecimal: RR = from 00 [D] to FF GG = from 00 to FF [D] BB = from 00 [D] to FF
LED bar BGND (RRGGBB)	Set the background color for the status LED on the bezel. This parameter consists in three value for red, green and blue color to be expressed in hexadecimal: RR = from 00 to FF (8F [D]) GG = from 00 [D] to FF BB = from 00 to FF [D]
CUTTER	Set the autocutter management: Disabled = Autocutter disabled Enabled [D] = Autocutter enabled This parameter is valid only for TG1260HIII CUT, TG2460HIII TRANSP and TG2460HIII CUT.
RECOVERY AFTER CUT	Setting the paper recovery after the ticket cut: Half Full [D]

PAPER JAM STATUS DELAY	Setting the delay, expressed in seconds, in a paper jam detecting: Disabled [D] 2 s 1 s 3 s
PRINT DENSITY	Adjusting the printing density: -25% 0 [D] +25% -12% +12% The print quality is strongly influenced by the type of chemical treatment and the type of storage to which the thermal paper has been subjected, as well as by the weight of the same. It may therefore necessary to act on this parameter to obtain the desired print quality.

6.6 Alignment parameters

This printer allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the printer has been turned off and they are stored in non-volatile memory.

BLACK MARK POSITION

Management of the paper alignment:

Disabled [D] = the black mark alignment is not performed
Enabled = the black mark alignment is performed

BLACK MARK THRESHOLD

Threshold value (in percent) for the recognition of the presence of black mark by the black mark sensor:

30% [D]	70%
40%	80%
50%	90%
60%	

BLACK MARK DISTANCE

"Black Mark Distance" is the minimum distance (in millimetres) between the upper edge of ticket and the black mark (see chapter 7).
The numeric value of the distance is made up with the following four parameters for the setting of three digits (two for the integer part of the number and one for the decimal part) and of the sign:

BLACK MARK DISTANCE SIGN	Sign setting: + [D] = positive distance - = negative distance
BLACK MARK DISTANCE [mm x 10]	Setting the digit for tens: 0 [D] 2 4 6 8 1 3 5 7 9
BLACK MARK DISTANCE [mm x 1]	Setting the digit for units: 0 [D] 2 4 6 8 1 3 5 7 9
BLACK MARK DISTANCE [mm x 0.1]	Setting the digit for decimals: 0 [D] 2 4 6 8 1 3 5 7 9

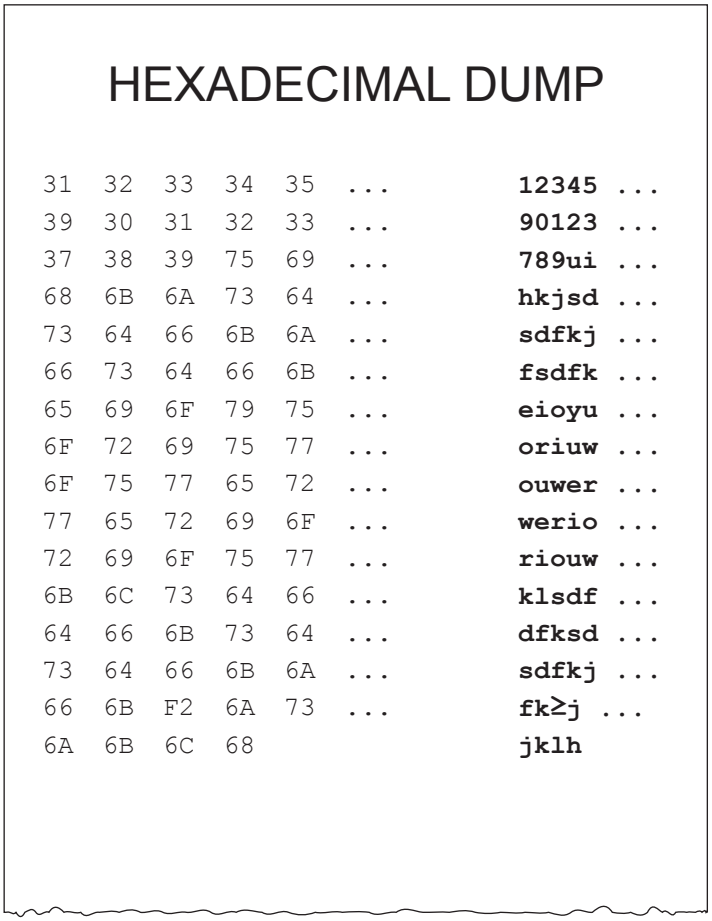
NOTE:
For example, to set the black mark distance to 15 mm, modify the parameters as follows:

Black Mark Distance Sign	= +
Black Mark Distance [mm x 10]	= 1
Black Mark Distance [mm x 1]	= 5
Black Mark Distance [mm x .1]	= 0

6.7 Hexadecimal dump

This function is used for the diagnosis of the characters received from the communications port. Characters are printed as hexadecimal code and the corresponding ASCII code (see below). Each line is preceded by a counter in hexadecimal that indicates the number of bytes received.

During the startup, if you hold down the FEED key, the printer enters the self-test routine and print the setup report.
The printer remains in standby until a key is pressed or characters are received through the communication port (Hexadecimal Dump mode). For each character sent, the ticket shows the hexadecimal value and the ASCII codes (if the characters are underlined, the receive buffer is full). Shown below is an example of a Hexadecimal Dump:



HEXADECIMAL DUMP

```
31  32  33  34  35  ...      12345 ...
39  30  31  32  33  ...      90123 ...
37  38  39  75  69  ...      789ui ...
68  6B  6A  73  64  ...      hkjsd ...
73  64  66  6B  6A  ...      sdfkj ...
66  73  64  66  6B  ...      fsdfk ...
65  69  6F  79  75  ...      eioyu ...
6F  72  69  75  77  ...      oriuw ...
6F  75  77  65  72  ...      ouwer ...
77  65  72  69  6F  ...      werio ...
72  69  6F  75  77  ...      riouw ...
6B  6C  73  64  66  ...      klsdf ...
64  66  6B  73  64  ...      dfksd ...
73  64  66  6B  6A  ...      sdfkj ...
66  6B  F2  6A  73  ...      fk≥j ...
6A  6B  6C  68               jklh
```

7 ALIGNMENT

The device is provided with a sensor for the use of alignment black mark in order to handle rolls of tickets with pre-printed fields and a fixed length.

The alignment sensor is a “reflection” sensor: this kind of sensor emits a band of light and detects the quantity of light reflected to it. The presence of the black mark is therefore detected by the amount of light that returns to the sensor, considering that the light is reflected by the white paper and absorbed by the black mark.

To ensure the correct alignment, you must enable the “Black Mark Position” parameter during the setup procedure (see paragraph 6.6).

The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

7.1 Calibration

The sensor calibration occurs automatically and consists in adjusting the quantity of light emitted to match the degree of whiteness of the paper used and the degree of black of the mark printed on paper.

The device automatically performs the self-calibration during the Setup procedure only if the “Black Mark Position” parameter is set to a value other than “Disabled” (see paragraph 6.6).

When self-calibration starts, the device performs some paper feeds and then it prints the calibration result and the value of the PWM duty-cicle of the alignment sensor driver so that it can be perform an optimal black mark detection:

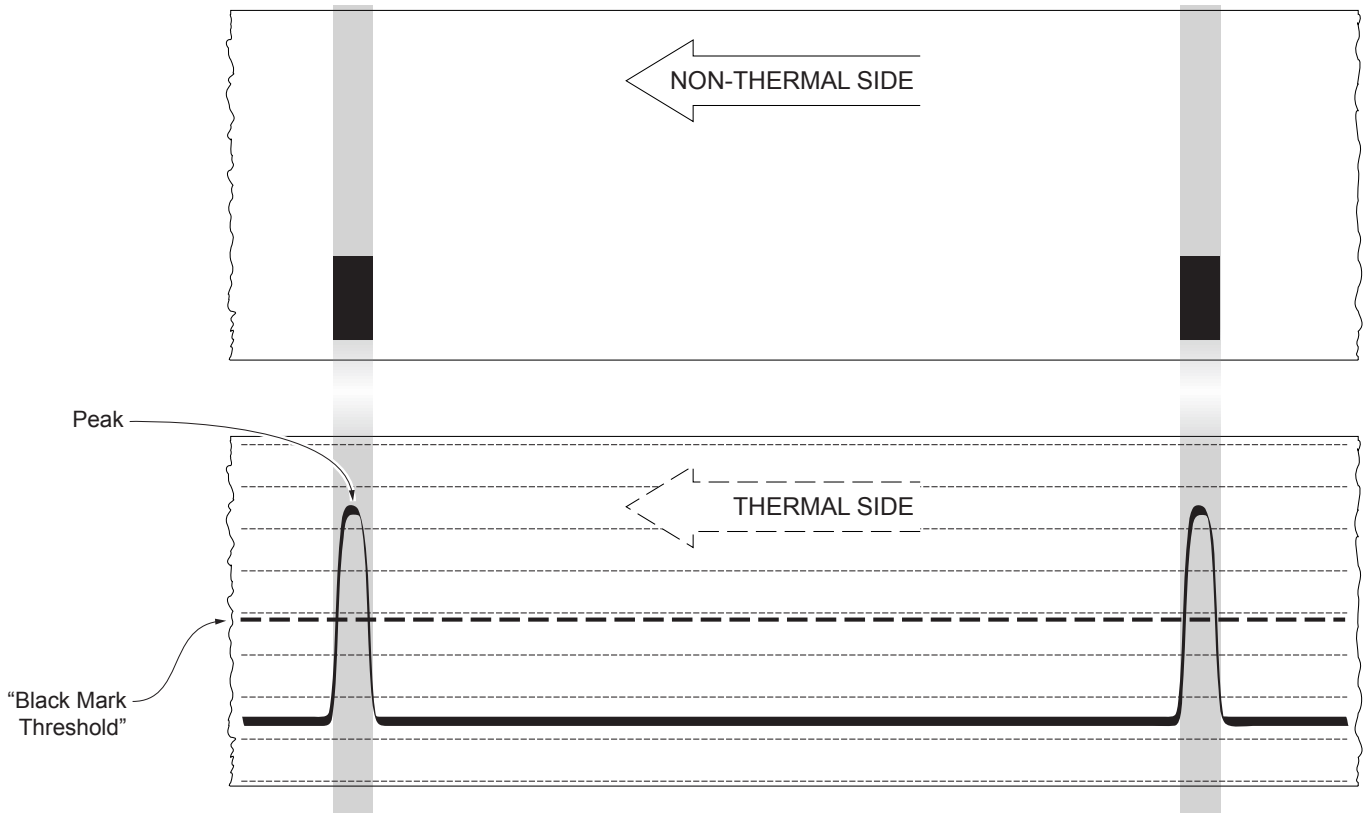
Autosetting Black Mark: OK
PWM Duty Cycle: 85.3%

The “Autosetting Black Mark” parameter indicates the result of the self-calibration procedure; OK will appear if it has been successful, NOT OK will appear if the procedure has failed.

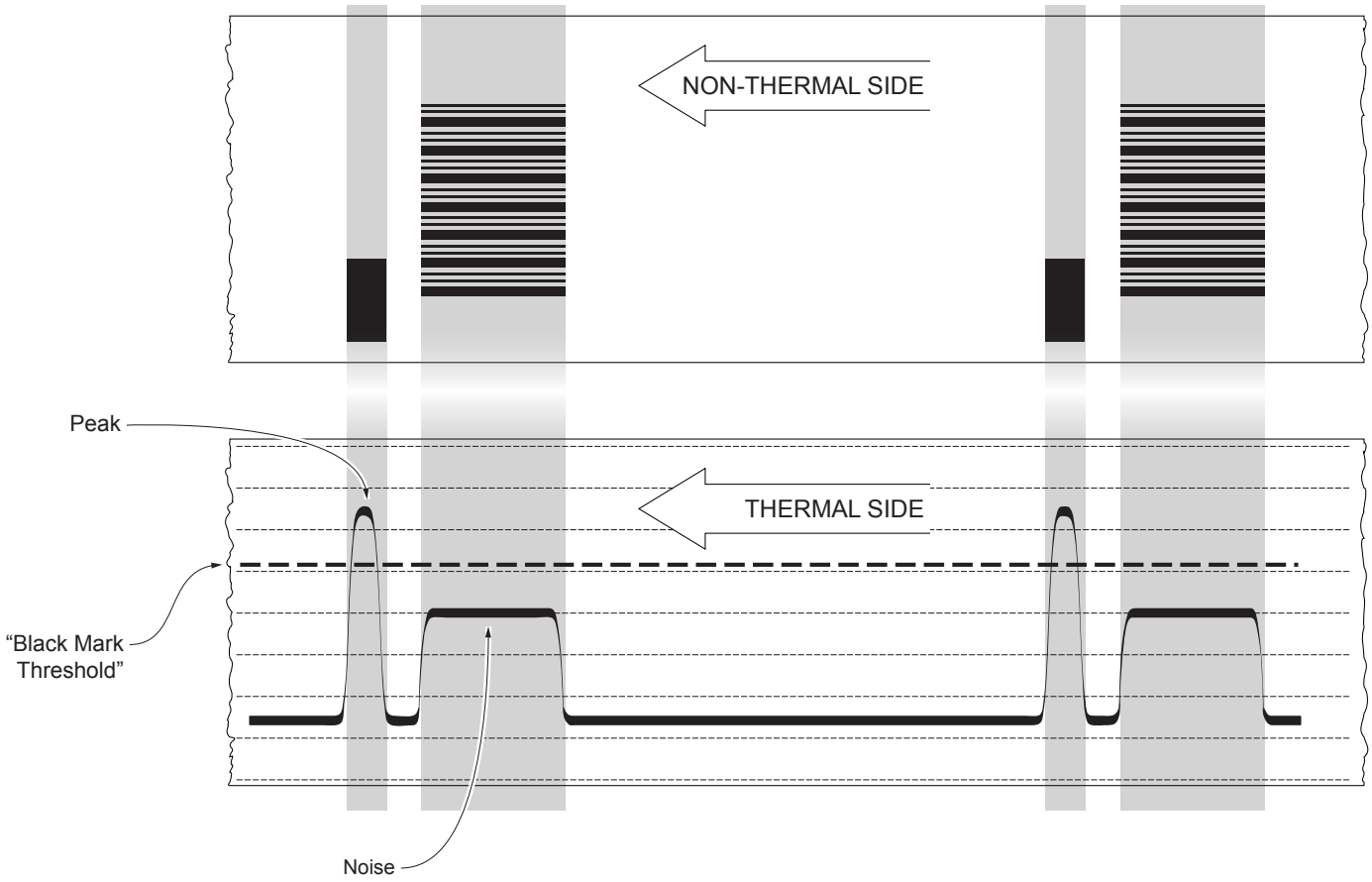
After the printing of the procedure result, the device offers the execution of the function of paper characterization “Characterize Paper” and the change of the “Black Mark Threshold” parameter which represents the detection threshold of the black mark.

Choosing the “Yes” value for the “Characterize Paper” parameter, the device prints a graphic representation (see following figures) of the outgoing voltage of the alignment sensor (expressed as a percentage) and the “Black Mark Threshold” value. This graphic representation is useful to set the most suitable value to assign to the “Black Mark Threshold” parameter and then to better identify the optimal threshold value which takes into account the variations of the signal and the small oscillations around zero.

The following figure shows an example of paper with the non-thermal paper printed with black marks: the outgoing voltage is constant while passing the white paper between two black marks and presents a peak at each black mark.
In this case, the optimal value for the “Black Mark Threshold” parameter is placed about half of the peak.



The following figure shows an example of paper with the non-thermal paper printed with black marks and other graphics (for example, a barcode): the outgoing voltage is constant while passing the white paper between two black marks, presents a peak at each black mark and presents some “noise” at each barcode. In this case, the optimal value for the “Black Mark Threshold” parameter is located about halfway between the peak value and the maximum value of the “noise”.



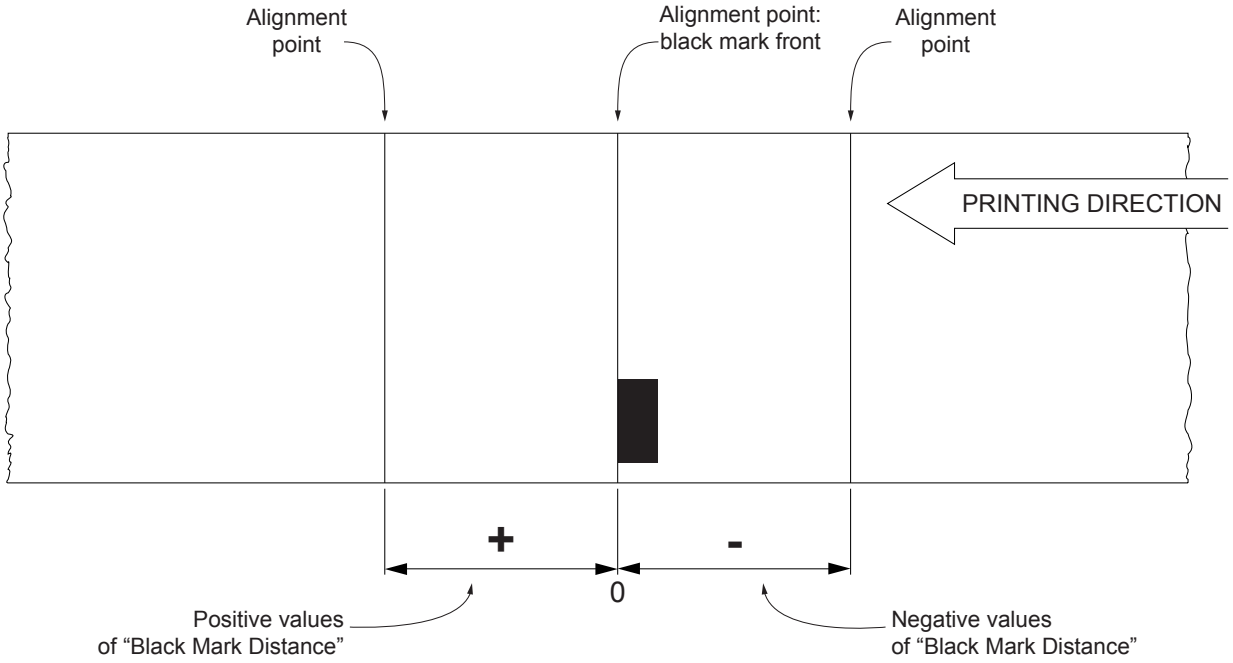
If the maximum value of “noise” read by the sensor is very close to the peak value, it might be difficult to place the value of the “Black Mark Threshold” at an intermediate point. In these cases, it is mandatory that the portion of paper between the point of printing end and the front black mark is completely white (no graphics). In this way, the only next graphic detected by the sensor for alignment after the printing end will be the black mark.

7.2 Alignment parameters

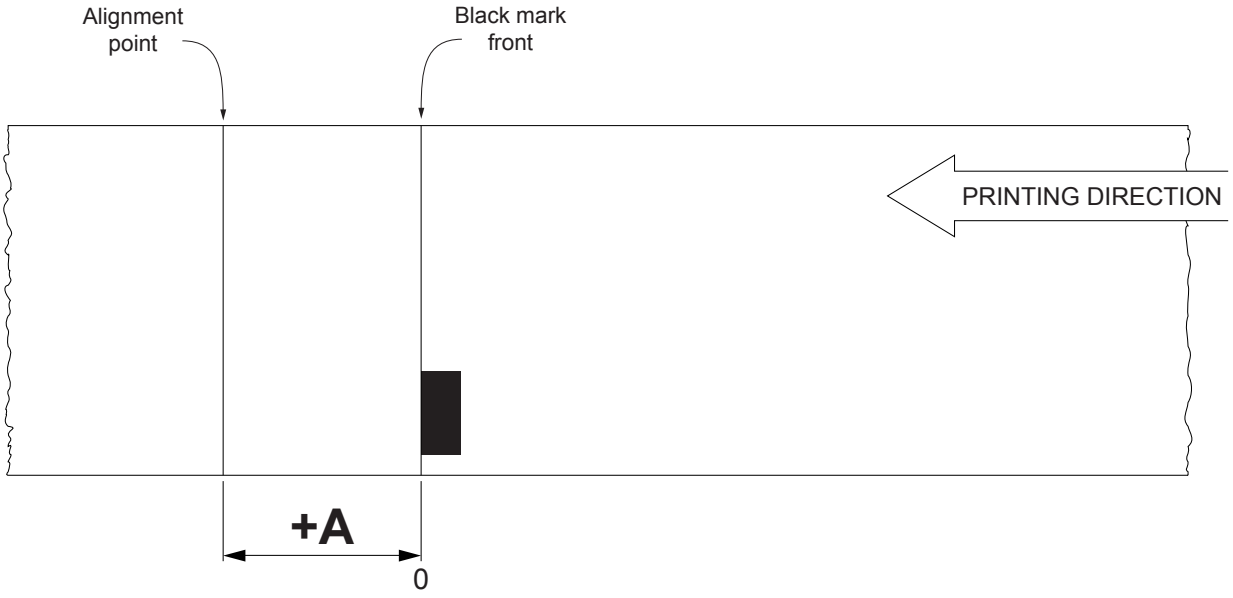
The “alignment point” is defined as the position inside the ticket to use for the black mark alignment.
The distance between the black mark edge and the alignment point is defined as “Black Mark Distance”.

Referring to the front of the black mark, the value of “Black Mark Distance” varies from -19.9 mm minimum and +99.9 mm maximum.

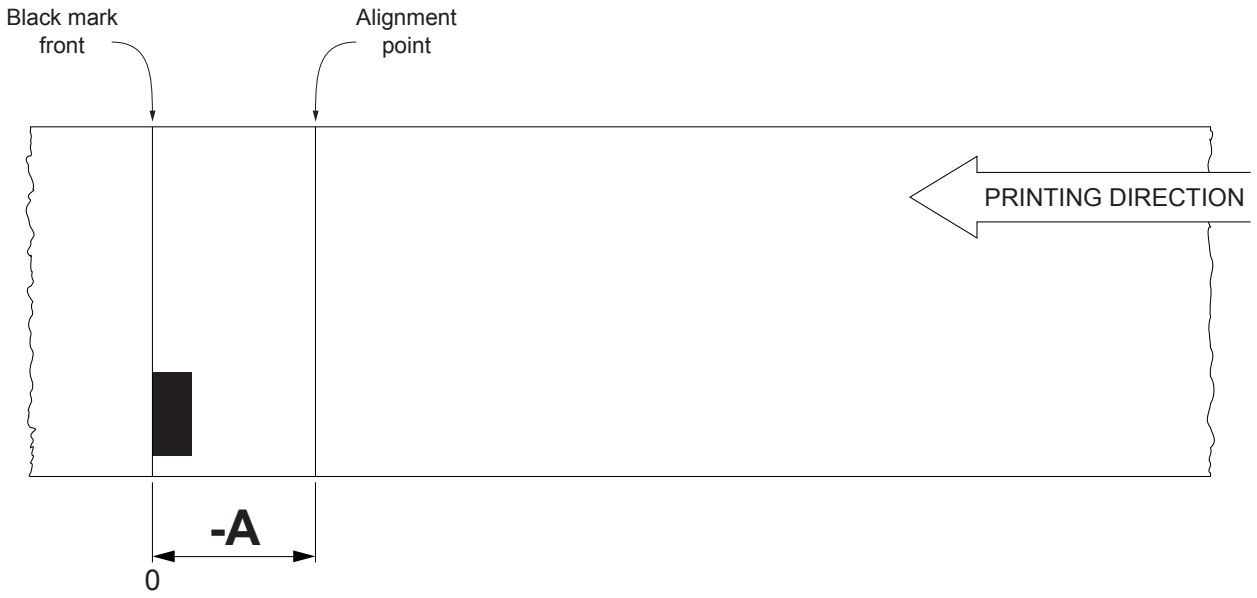
If the “Black Mark Distance” value is set to 0, the alignment point is set at the beginning of the black mark.



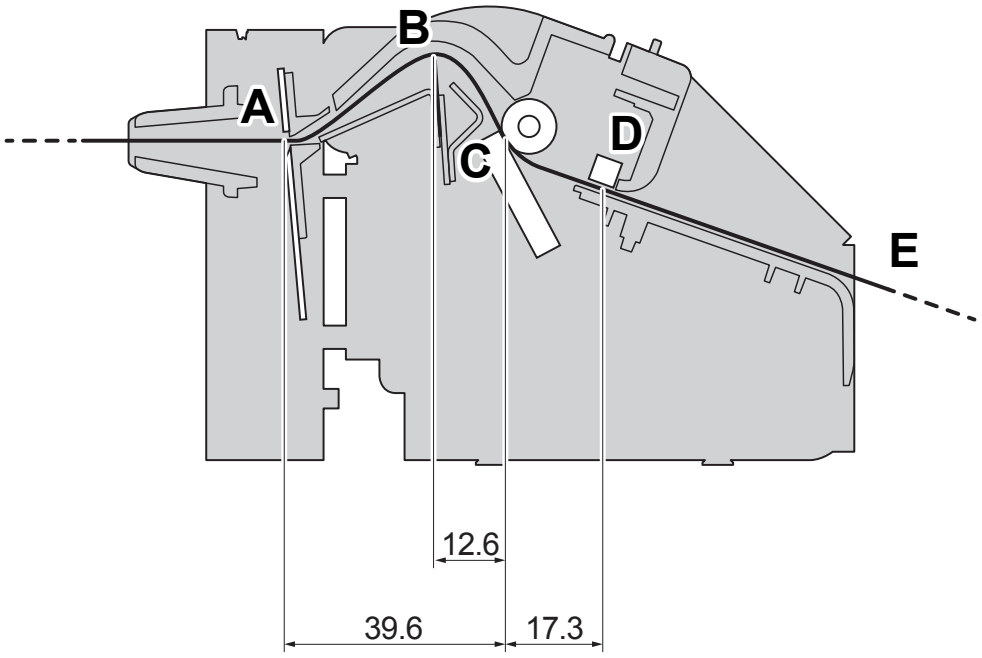
The following figure shows an example of paper with alignment point set by a positive value of “Black Mark Distance” (“Black Mark Distance” = + A):



To set a negative value of the “Black Mark Distance” parameter is useful in cases where the alignment point refers to the black mark printed on the previous ticket or where the desired cutting line is placed in the middle of the alignment black mark. In the following images, the value of “Black Mark Distance” parameter is set to -A.



The following figure shows a section of the device with the paper path and the distances between the alignment sensor D, the printhead C and the autocutter A or the serrated blade B (cutting line).
All the dimensions shown in figure are in millimetres.



To define the alignment point you need to set the printer parameters that compose the numerical value of the “Black Mark Distance” parameter (see paragraph 6.6).
For example, to set a black mark distance of 15 mm between the black mark and the alignment point, the parameters must be set on the following values:

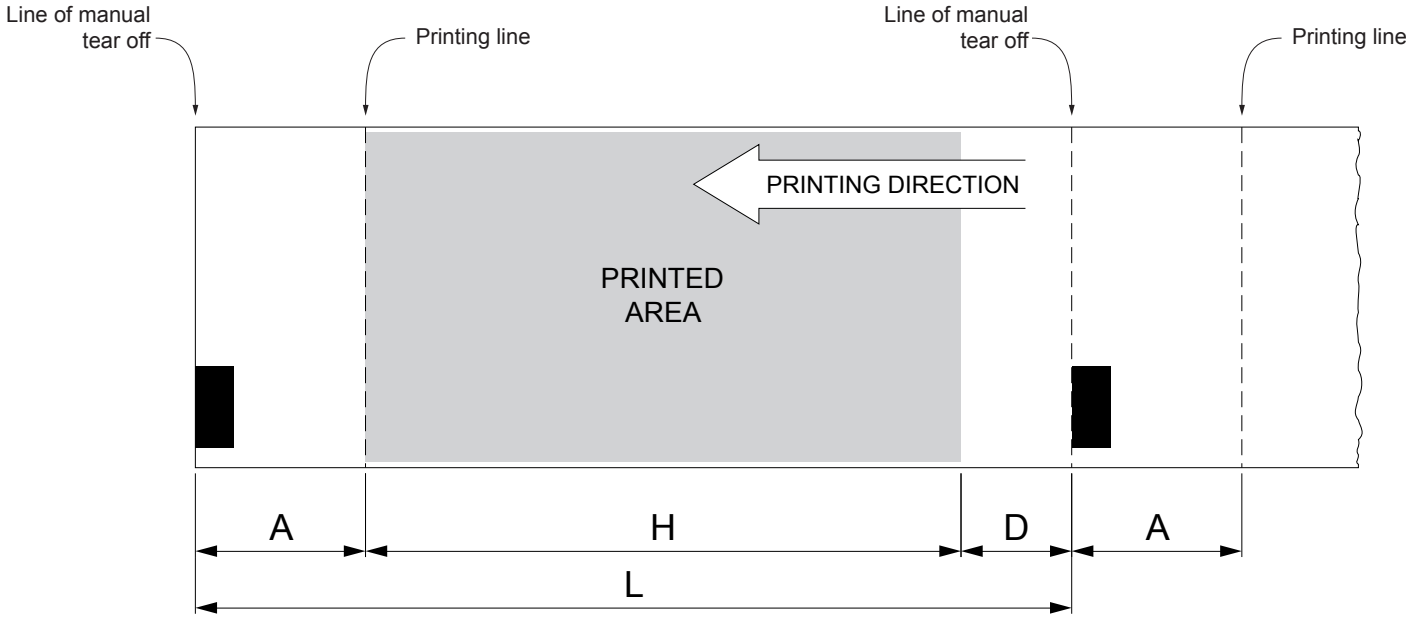
Black Mark Distance sign	: +
Black Mark Distance [mm x 10]	: 1
Black Mark Distance [mm x 1]	: 5
Black Mark Distance [mm x .1]	: 0

The “Black Mark Distance” parameter, may be modified as described in chapter 6.

7.3 Printing area

In order to print ticket containing only one black mark and to not overlay printing to a black mark (that will make it useless for the next alignment), it is important to well calibrate the length of the printing area of ticket according to the inter-black mark distance.

The following figure shows an example of tickets with “Black Mark Distance” set to 0:



A “Non-printable area” = “Distance between autocutter/printhead”

H Distance between the first and the last print line, called “Height of the printing area”.

L Distance between an edge of the black mark and the next one, called “Inter-black mark distance”.

D Automatic feed for alignment at the next black mark.

To use all the black marks on the paper, you must comply with the following equation:

$$H + A \leq L$$

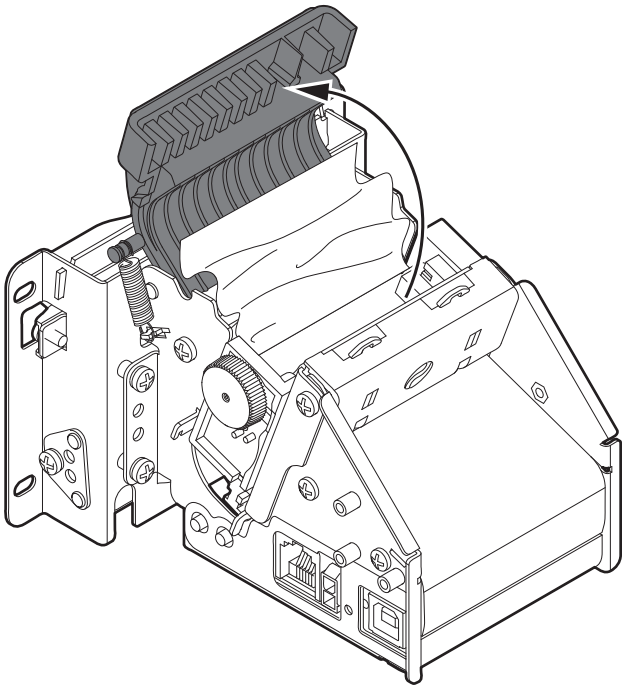
The height of the printing area H can be increased to make no progress on alignment D but no further.

8 MAINTENANCE

8.1 Paper jam

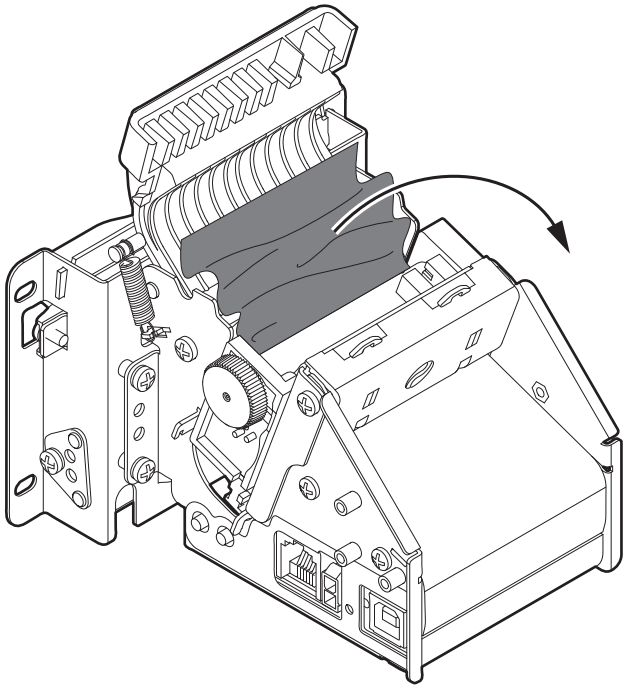
TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT

1



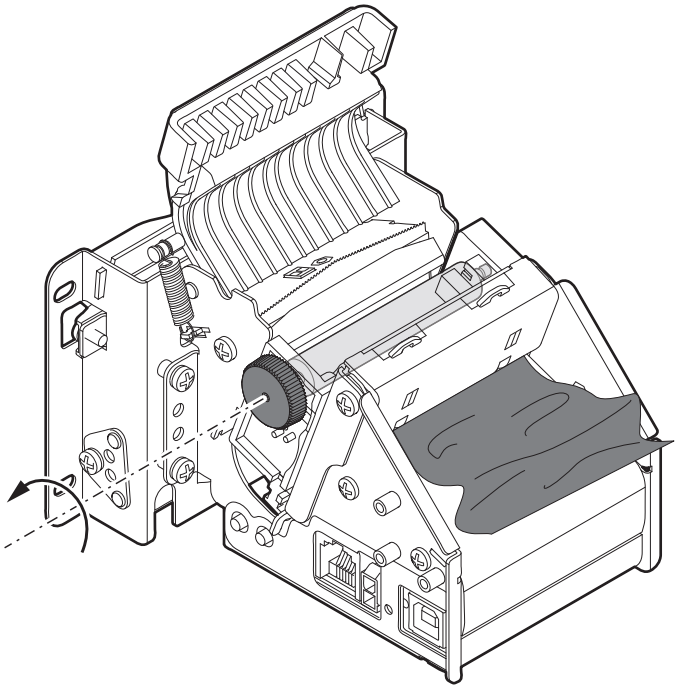
Lift the inspection door
(see paragraph 5.1).

2



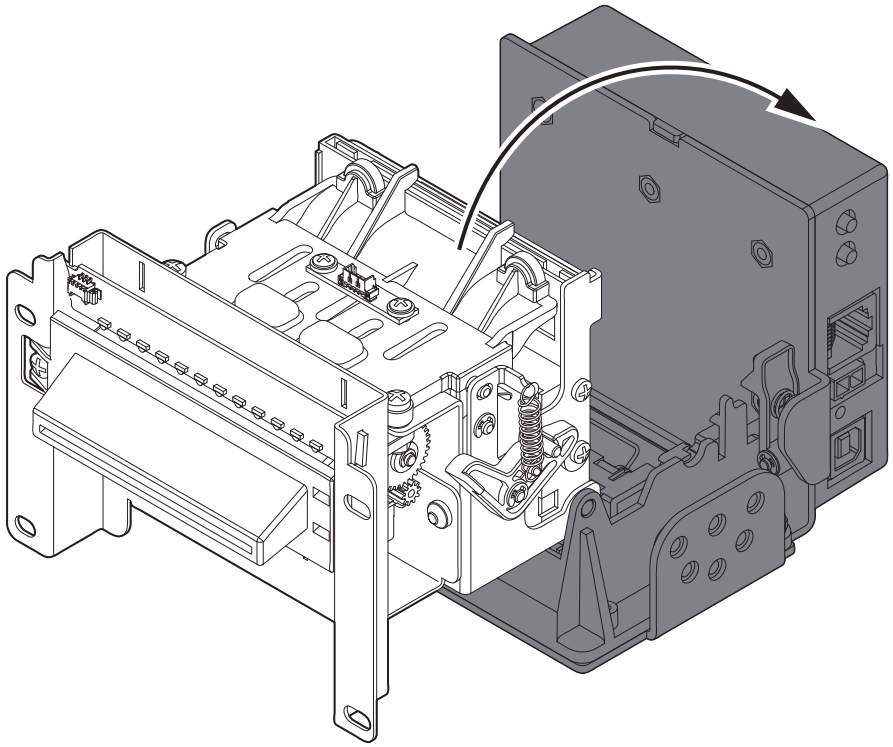
Remove any scraps of paper from the inside of the inspection compartment.

3



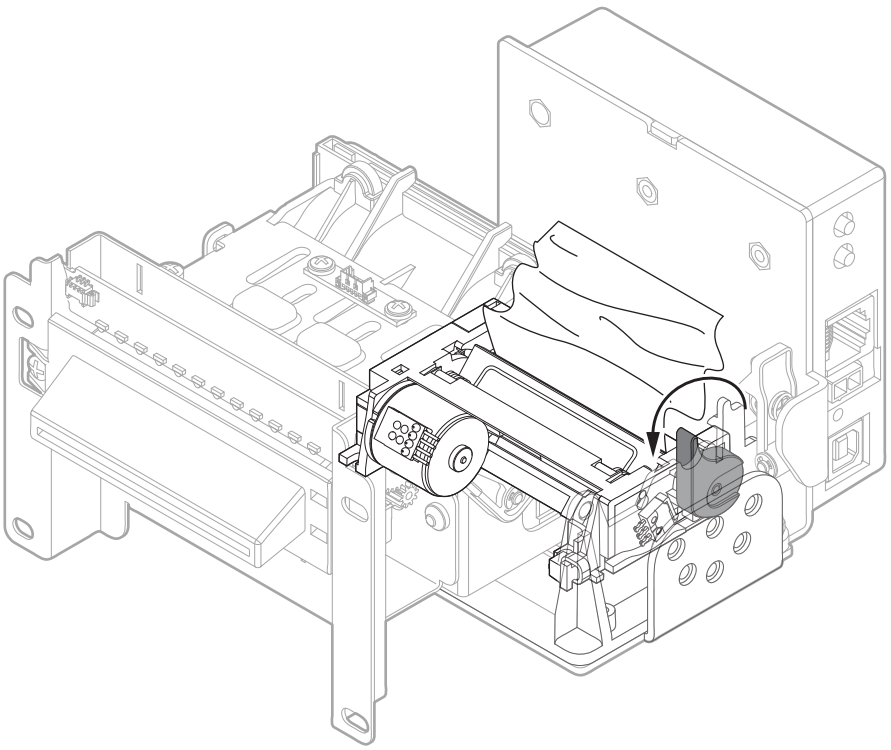
Rotate the platen roller in the shown direction
to eject the paper from the rear side of the device.

1



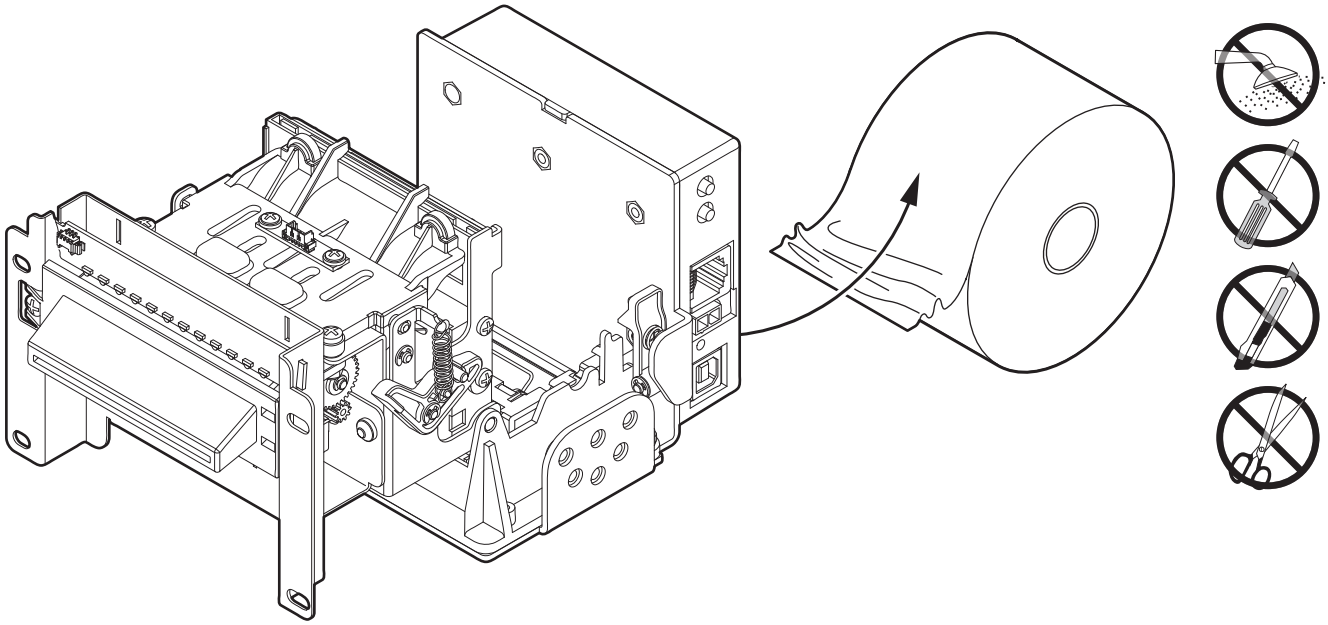
Open the device
(see paragraph 5.1).

2



Lift the unlocking lever for the platen roller
and remove any scraps of paper from the device printing mechanism.
The printhead will return to its working position simply by releasing the lever.

3



Remove the paper from the rear side of the device.

8.2 Planning of cleaning operations

The regular cleaning of the device keeps the print quality and extends its life. The following table shows the recommended planning for the cleaning operations. If you use the device in dusty environments, you must reduce the intervals between the cleaning operations.
For specific procedures, see the following pages.

EVERY PAPER CHANGE	
Platen roller	Use isopropyl alcohol
EVERY 5 PAPER CHANGES	
Paper path	Use compressed air or tweezers
Autocutter (1)	Use compressed air
Sensors	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Chassis	Use compressed air or a soft cloth

NOTE:
(1) : Only for TG1260HIII CUT, TG2460HIII CUT and TG2460HIII EJC.

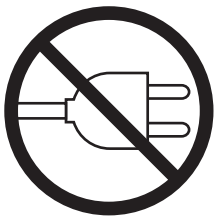
8.3 Cleaning

For periodic cleaning of the device, see the instructions below.

TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT

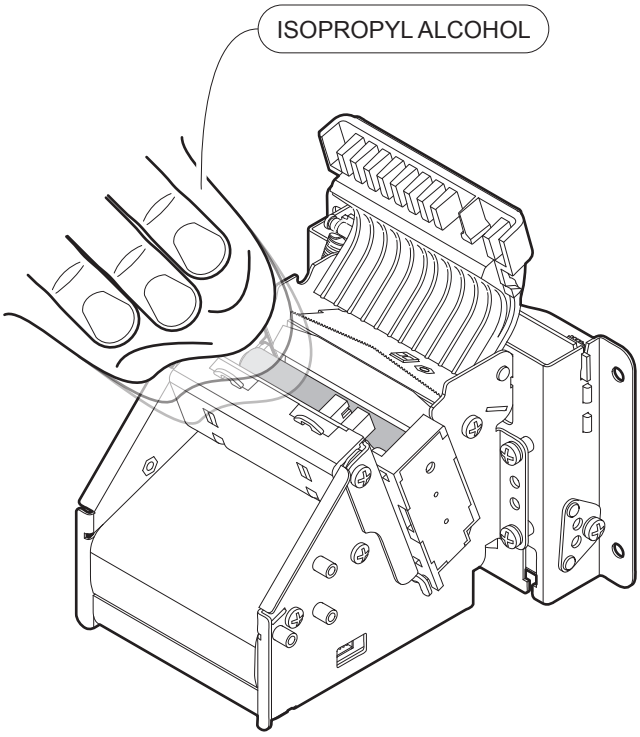
Platen roller

1



Disconnect the power supply cable and open the inspection door (see paragraph 5.1).

2

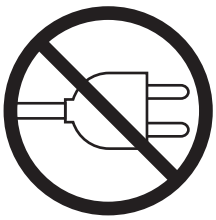


ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clean the platen roller by using a non-abrasive cloth moistened with isopropyl.

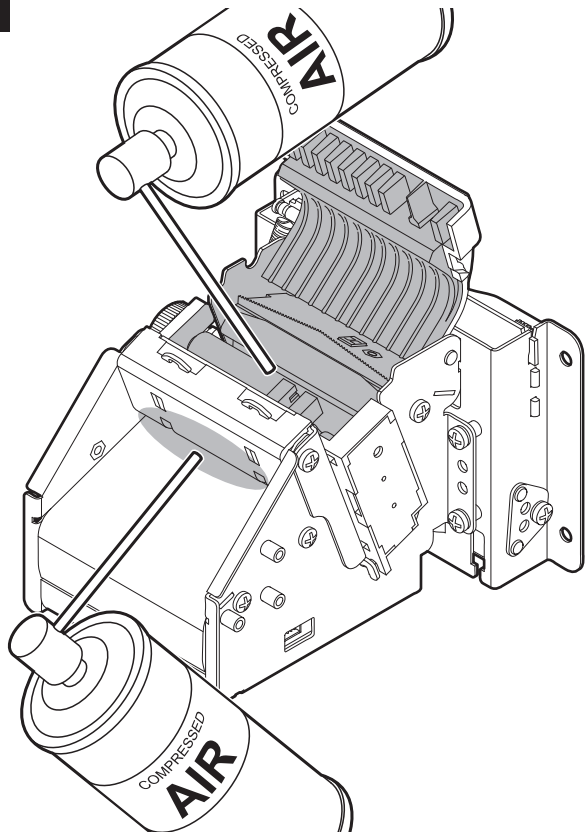
Paper path

1



Disconnect the power supply cable and open the inspection door (see paragraph 5.1).

2

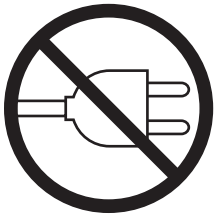


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Remove any scraps of paper and the accumulated paper dust in the inspection compartment and in the paper input area.

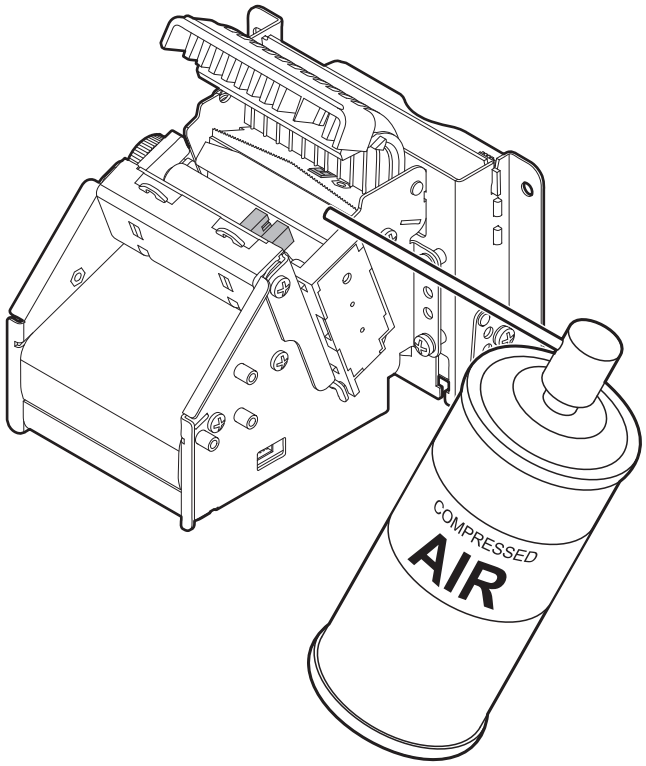
Sensors

1



Disconnect the power supply cable and open the inspection door (see paragraph 5.1).

2

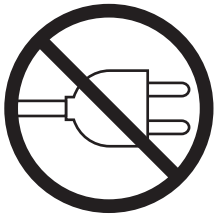


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clean the paper presence sensor and the sensor for the opening of the inspection door by using compressed air.

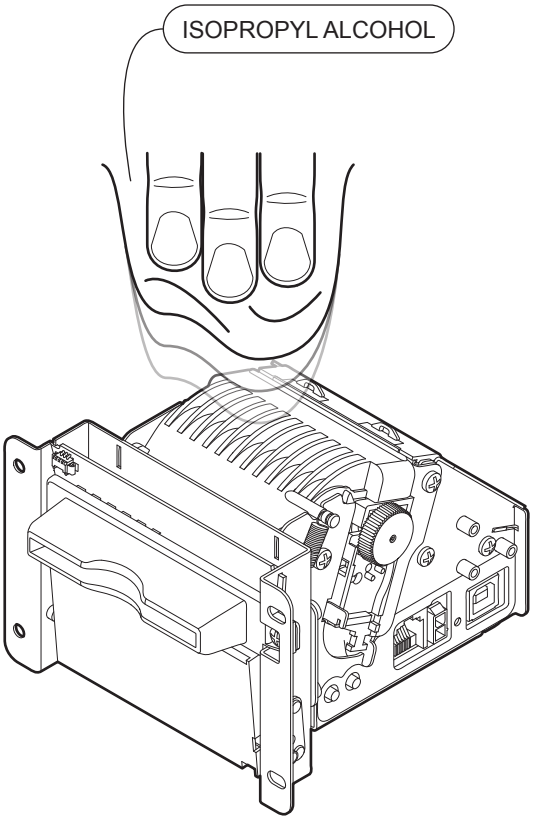
Chassis

1



Disconnect the power supply cable.

2



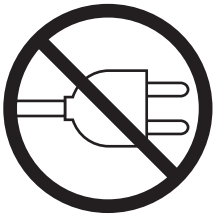
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

To clean the device, use compressed air or a soft cloth.

TG1260HIII CUT, TG2460HIII CUT

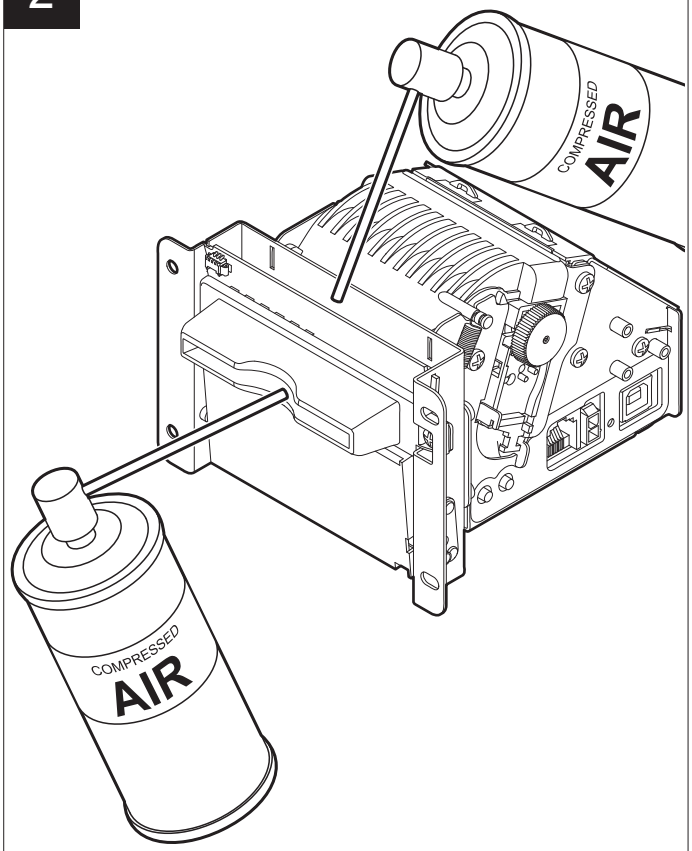
Autocutter

1



Disconnect the power supply cable.

2



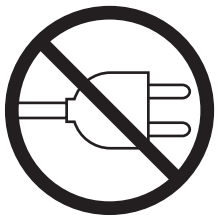
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Remove any scraps of paper and the accumulated paper dust on the input and the output of autocutter.

TG2460HIII EJC

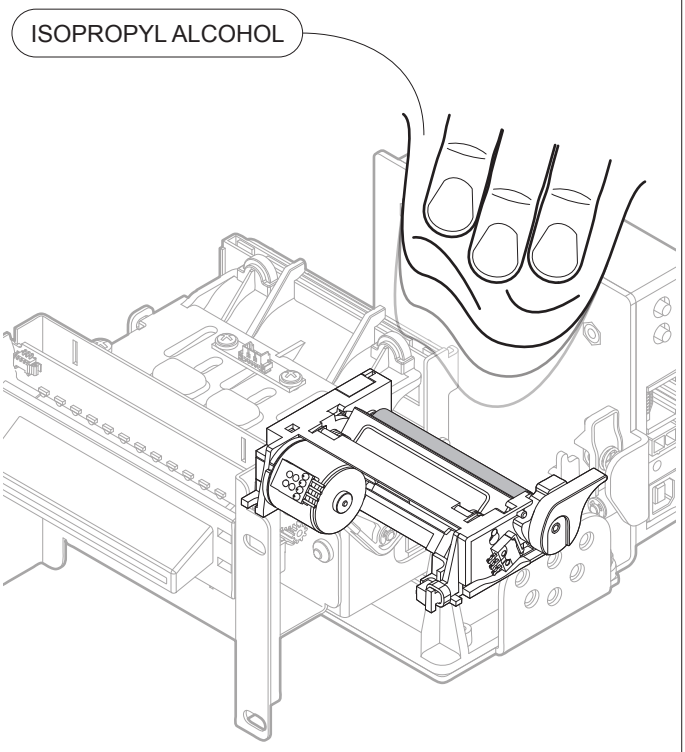
Platen roller

1



Disconnect the power supply cable
and open the device (see paragraph 5.1).

2

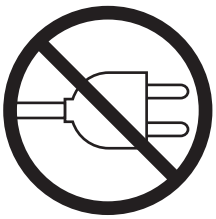


ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clean the platen roller by using
a non-abrasive cloth moistened with isopropyl.

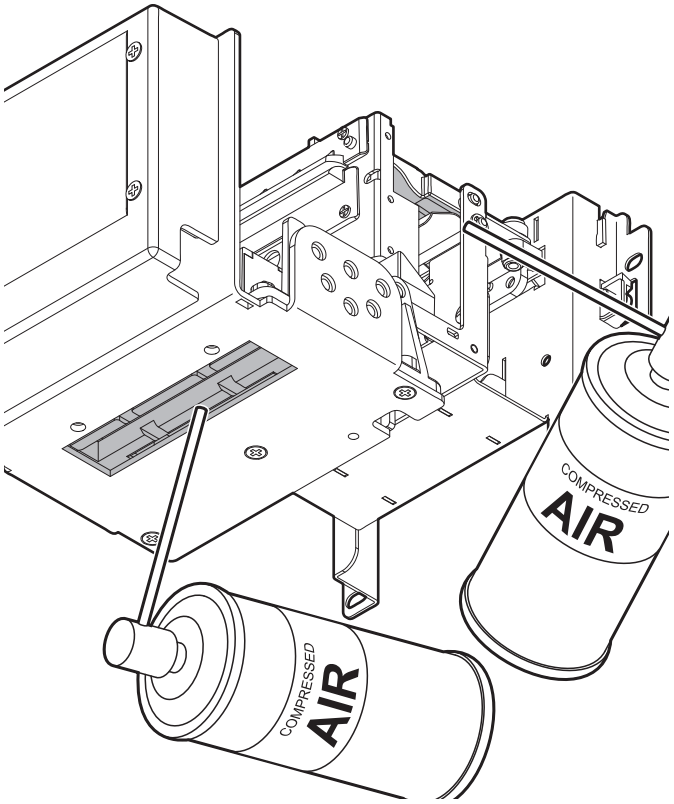
Paper path

1



Disconnect the power supply cable
and open the device (see paragraph 5.1).

2

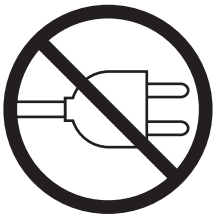


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clear the area involved in the passage of paper
and the paper input area by using compressed air.

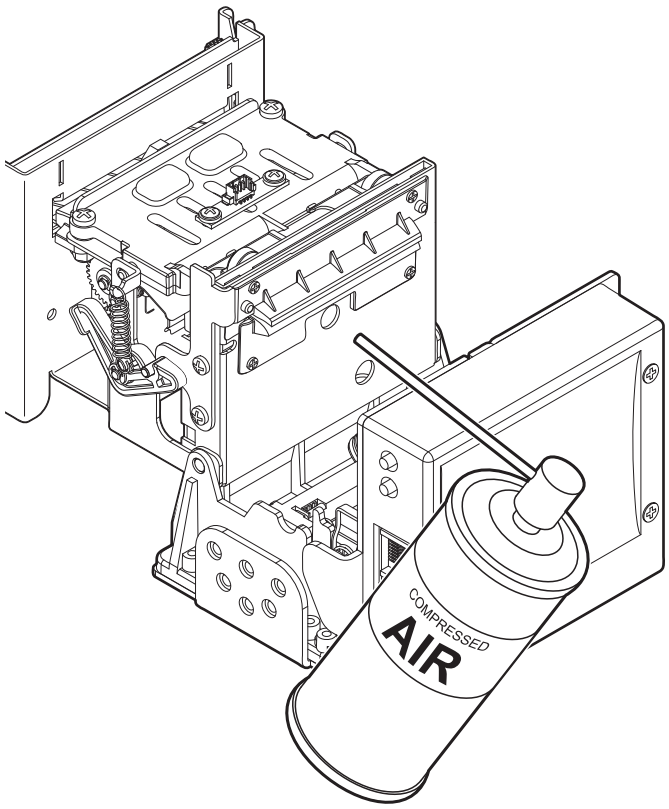
Autocutter

1



Disconnect the power supply cable.

2

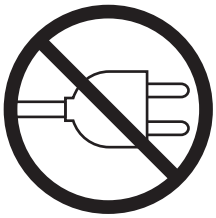


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Remove any scraps of paper and the accumulated paper dust on the input and the output of autocutter.

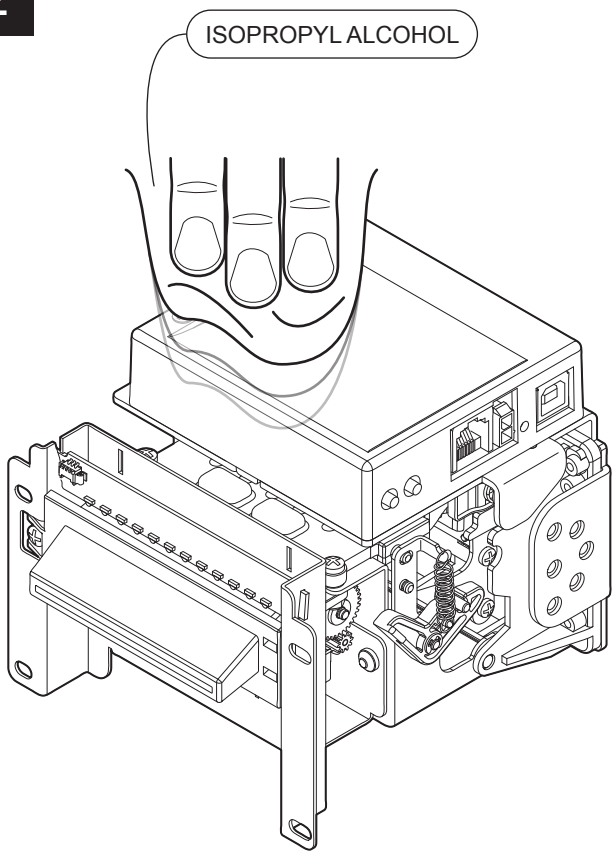
Chassis

1



Disconnect the power supply cable.

2

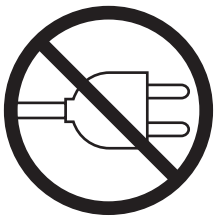


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

To clean the device,
use compressed air or a soft cloth.

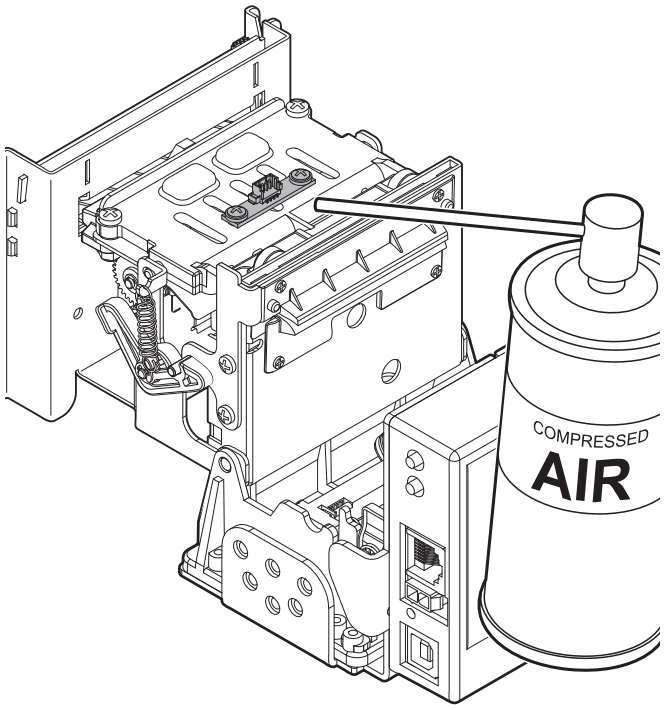
Sensors

1



Disconnect the power supply cable
and open the device (see paragraph 5.1).

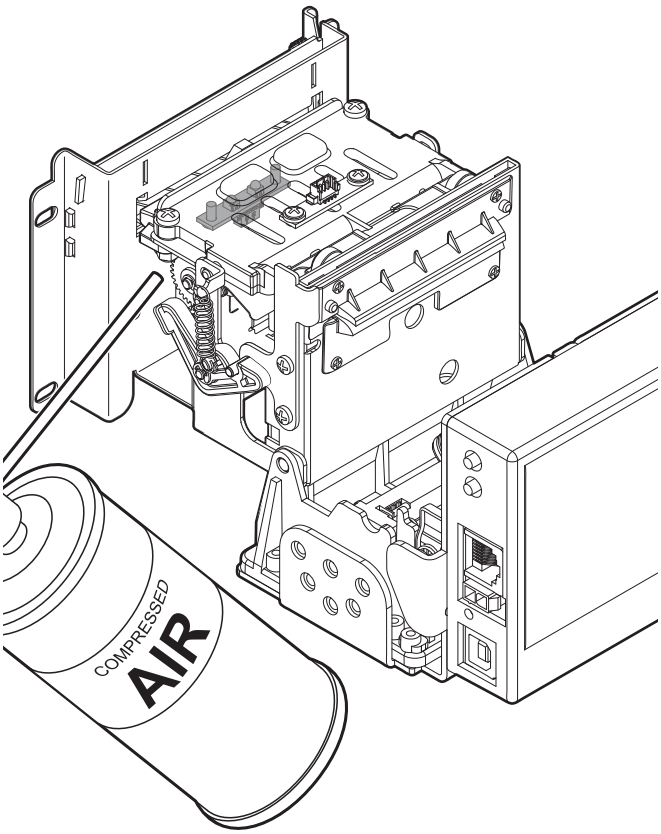
2



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clean the paper input presence sensor
by using compressed air.

3



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

Clean the paper output presence sensor
by using compressed air.

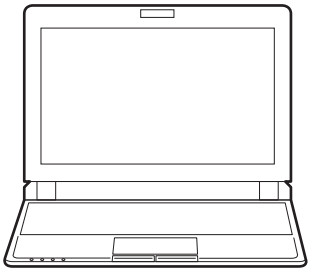
8.4 Firmware upgrade

Firmware upgrade can be performed by using the “PrinterSet” software tool available on www.custom4u.it.
To upgrade firmware, proceed as follows.

1

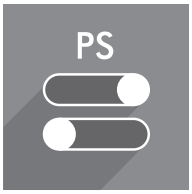
Login to the website www.custom4u.it, type in the product code of the device and download the latest firmware release available.

2



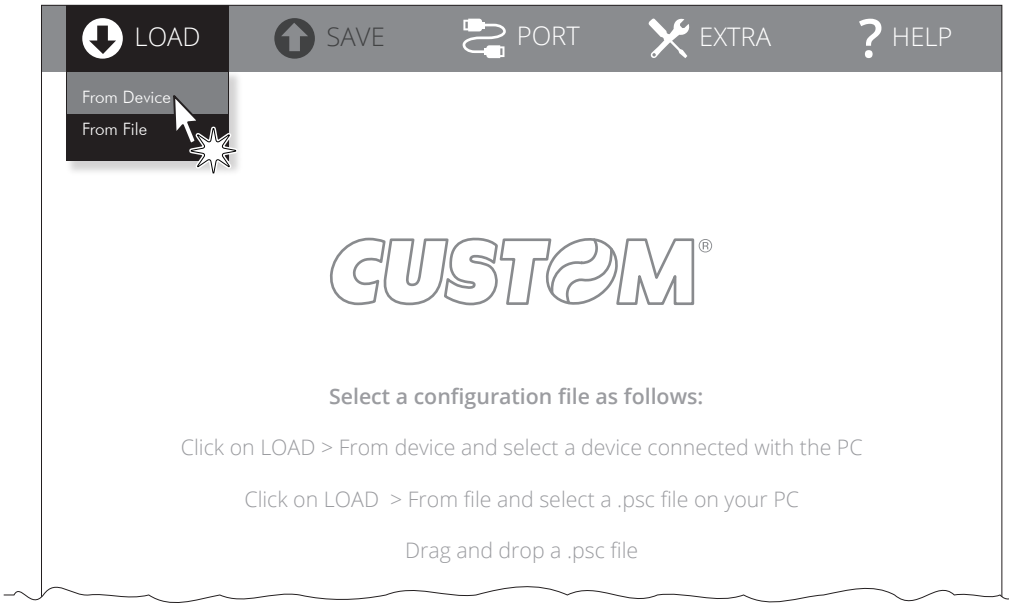
Connect the device to a PC directly (see paragraph 4.3), without using HUB devices.

3



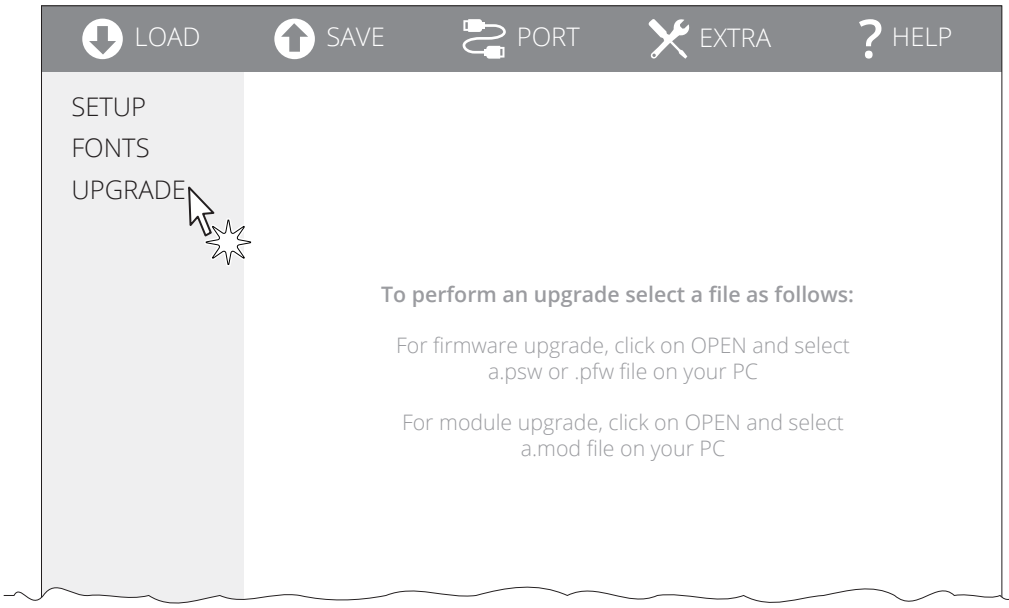
Start the “PrinterSet” software tool.

4



Click on LOAD > FROM DEVICE and select the device connected to the PC.

5



Click on UPGRADE and follow the instructions shown on the screen.

ATTENTION:
During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

9 SPECIFICATIONS

9.1 Hardware specifications

GENERAL	
Sensors	Paper presence, head temperature, paper jam, inspection door open, alignment black mark presence, external low paper
Emulations	TGH, CUSTOM/POS
Printing driver	Windows XP Windows VISTA (32/64 bit) Windows 7 (32/64 bit) Windows 8 (32/64 bit) Windows 8.1 (32/64 bit) Windows 10 (32/64 bit) Self-installing driver for Virtual COM (32/64 bit) Linux (32/64 bit)
INTERFACES	
RS232 serial connector	from 9600 bps to 115200 bps
USB connector	12 Mbit/s
MEMORIES	
Receive buffer	8 kB
Flash memory	1 MB internal + 4 MB external
RAM memory	256 kB internal
Graphic memory	2 logos (448 x 584 dots)
PRINTER	
Resolution	203 dpi (8 dot/mm)
Printing method	Thermal, fixed head
Head life (1)	
Abrasion resistance (2)	50 km (with recommended paper, 12.5% duty cycle)
Pulse durability	100 M (referred to each dot)

Printing width	52 mm, 56 mm
Printing mode	Normal, 90°, 180°, 270°
Printing format	Height/width from 1 to 8, bold, reverse, underlined, italic
Character fonts	55 character code tables (see paragraph 9.8) Extended chinese GB18030-2000 Korean CP949
Printable barcode	Codabar, Code 32, Code 39, Code 93, Code 128, EAN-8, EAN-13, ITF, UPC-A, UPC-E, Data Matrix, PDF417, QRCode
Printing speed (1) (3)	
TG1260HIII CUT	High Quality = 20 mm/s Normal = 32 mm/s High Speed = 39 mm/s
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	High Quality = 60 mm/s Normal = 95 mm/s High Speed = 120 mm/s
PAPER	
Type of paper	Thermal rolls, heat-sensitive side on outside of roll
Paper width	60 mm ± 0.5 mm
Paper weight	from 55 g/m^2 to 70 g/m^2
Paper thickness	60 µm ± 0.5 µm (for 55 g/m^2 paper) 80 µm ± 0.6 µm (for 70 g/m^2 paper)
Recommended types of paper	KANZAN KF50 or KP460 MITSUBISHI PG5041
External roll diameter	max 100 mm (with external paper roll holder)
Paper end	Not attached to roll core
Internal roll core diameter	13 mm
Core type	Cardboard or plastic

Minimum ticket length (4)	
TG1260HIII CUT TG2460HIII TRANSP TG2460HIII CUT	45 mm
TG2460HIII EJC	94 mm
AUTOCUTTER (only for TG1260HIII CUT, TG2460HIII CUT and TG2460HIII EJC)	
Paper cut	Total cut
Estimated life (1)	1000000 cuts (with paper thickness 100 µm, ambient temperature)
DEVICE ELECTRICAL SPECIFICATIONS	
Power supply	
TG1260HIII CUT	12 Vdc ± 10%
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	24 Vdc ± 10%
Medium consumption (5)	
TG1260HIII CUT	1.8 A
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	1.8 A max
Typical consumption (3)	
TG1260HIII CUT	0.65 A
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	0.88 A
Standby consumption	
TG1260HIII CUT	0.03 A
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	0.04 A

Low energy mode consumption	
TG1260HIII CUT	0.013 A
TG2460HIII TRANSP TG2460HIII CUT TG2460HIII EJC	0.008 A
ELECTRICAL SPECIFICATIONS POWER SUPPLY code 963GE020000071 (optional for TG2460HIII TRANSP, TG2460HIII CUT and TG2460HIII EJC)	
Power supply voltage	from 90 Vac to 264 Vac
Frequency	from 47 Hz to 63 Hz
Output	24 V, 2.5 A
Power	60 W
ENVIRONMENTAL CONDITIONS	
Operating temperature	from -20 °C to +70 °C (6)
Relative humidity (RH)	from 10% to 85% (without condensation)
Storage temperature	from -20 °C to +70 °C
Storage relative humidity (RH)	from 10% to 90% (without condensation)

NOTES:
(1) : Respecting the regular schedule of cleaning for the device components.
(2) : Damages caused by scratches, ESD and electromigration are excluded.
(3) : Referred to a standard CUSTOM receipt (L = 10 cm, Density = 12.5% dots on).
(4) : In case of printing a page in length less than minimum value, the device automatically adjusts the length the minimum value.
(5) : Referred to the UL measurements (Ticket 12.5% dots on, Ticket length 10 cm, Print density +50%, Printing loop 30 s).
(6) : If you use the device with the power supply code 963GE020000071, supplied as an accessory, the operating temperature range is from 0 °C to +40 °C.

9.2 Character specifications

TG1260HIII CUT

Character set		4		
Character density	11 cpi	15 cpi	20 cpi	25 cpi
Number of columns	24	32	44	56
Chars / seconds	323	416	582	782
Lines / seconds	13	13	13	13
Characters (L x H mm) - Normal	2.2 x 3	1.7 x 3	1.2 x 3	1 x 3

TG2460HIII TRANSP, TG2460HIII CUT, TG2460HIII EJC

Character set		4		
Character density	11 cpi	15 cpi	20 cpi	25 cpi
Number of columns	24	32	44	56
Chars / seconds	995	1280	1792	2240
Lines / seconds	40	40	40	40
Characters (L x H mm) - Normal	2.2 x 3	1.7 x 3	1.2 x 3	1 x 3

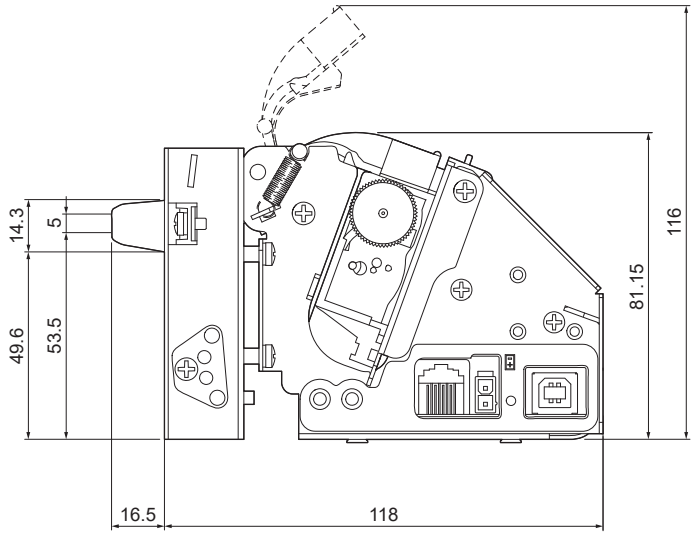
NOTE:
Theoretical values.

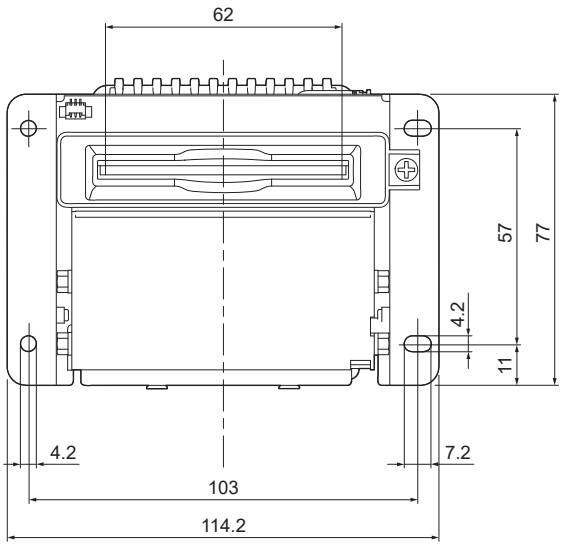
9.3 Device dimensions

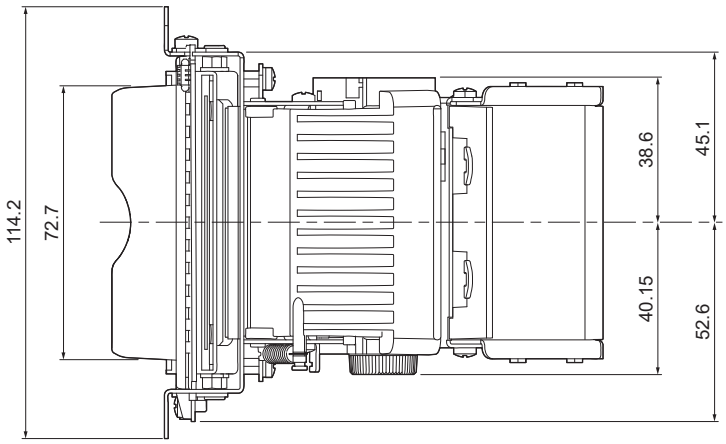
All the dimensions shown in following figures are in millimetres.

TG1260HIII CUT, TG2460HIII CUT

Length	134.5 mm
Height	81.15 mm (with inspection door closed) 116 mm (with inspection door open)
Width	114.2 mm
Weight	500 g

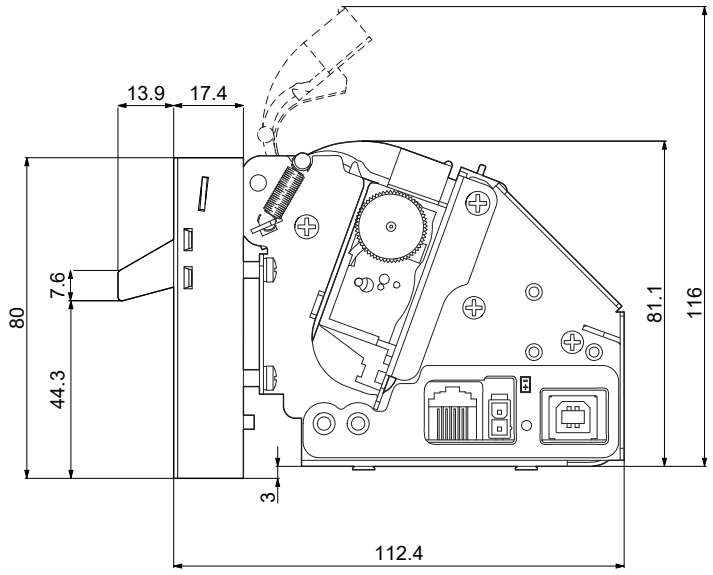


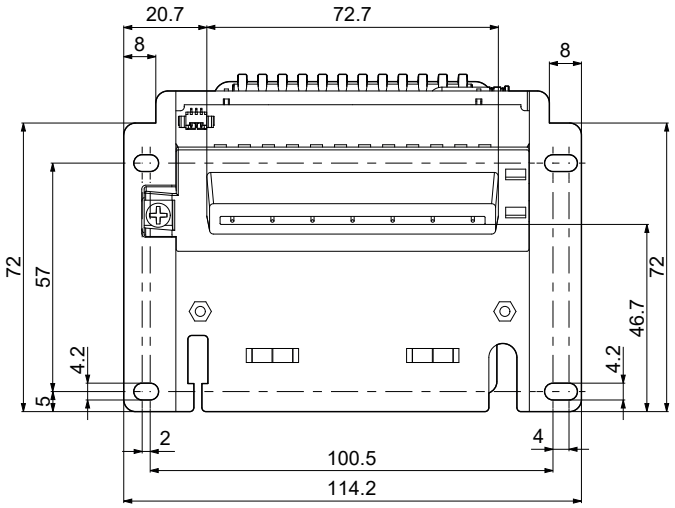


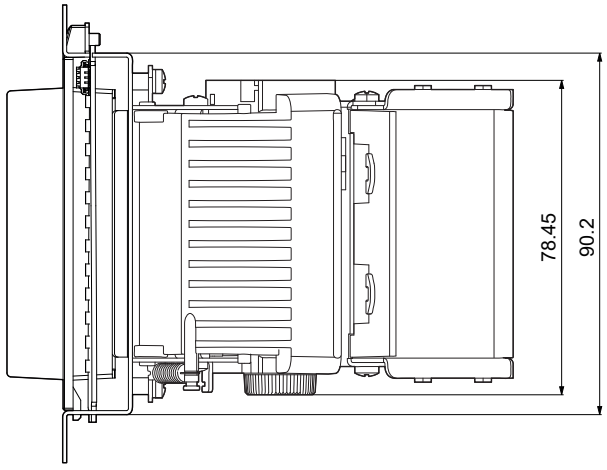


TG2460HIII TRANSP

Length	126.3 mm
Height	81.15 mm (with inspection door closed) 116 mm (with inspection door open)
Width	114.2 mm
Weight	500 g

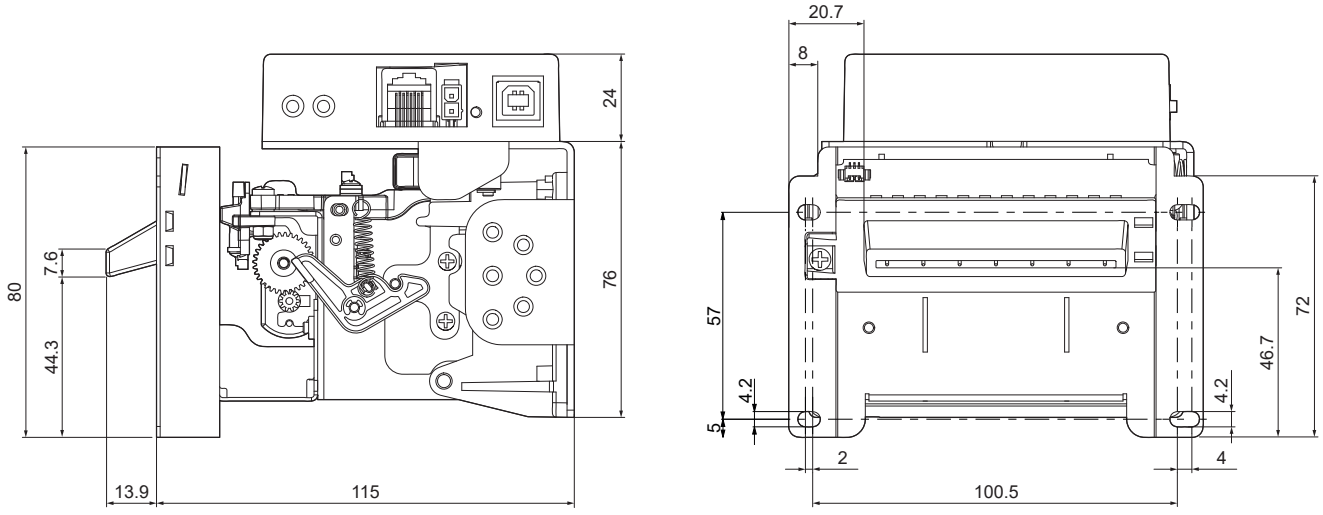


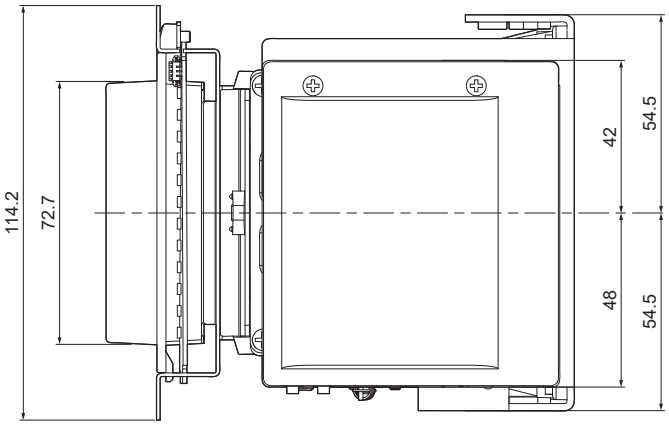


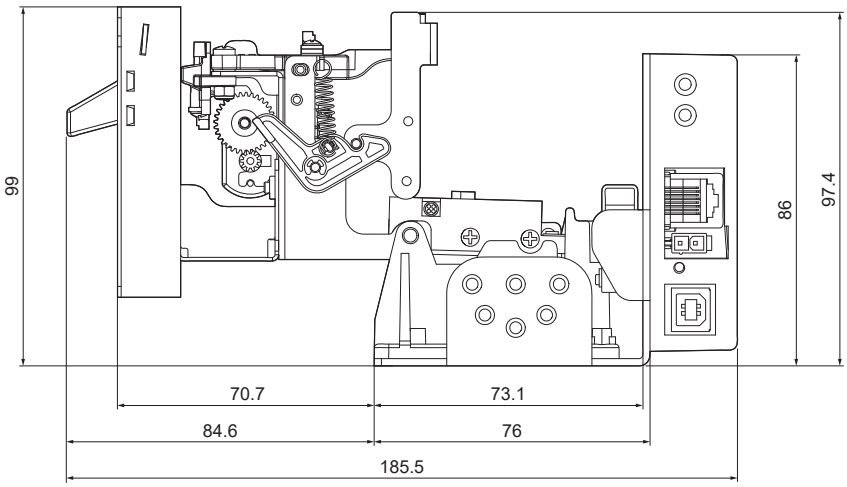


TG2460HIII EJC

Length	128.9 mm (with ejector group closed) 185.5 mm (with ejector group open)
Height	100 mm (with ejector group closed) 99 mm (with ejector group open)
Width	114.2 mm
Weight	1000 g



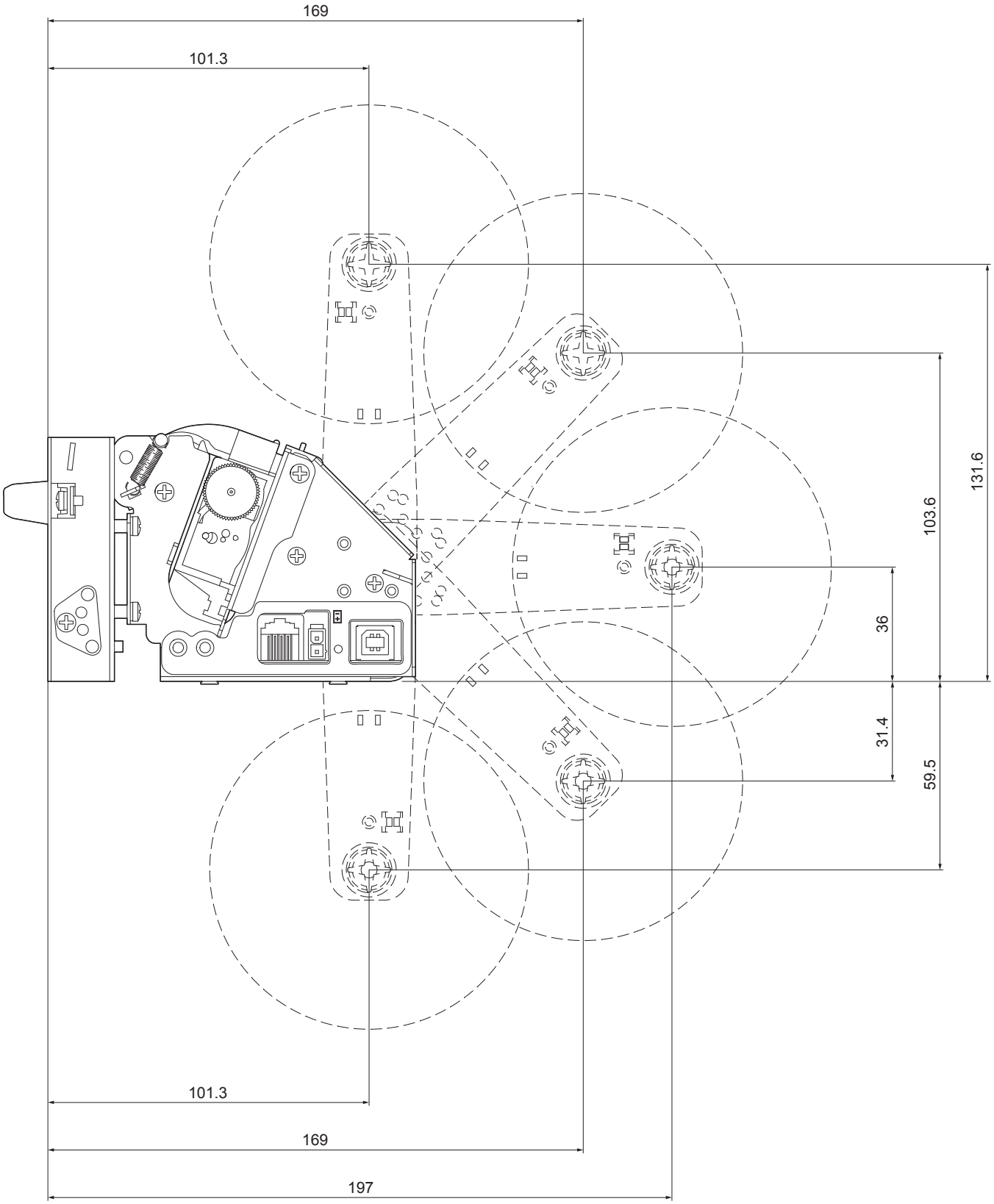




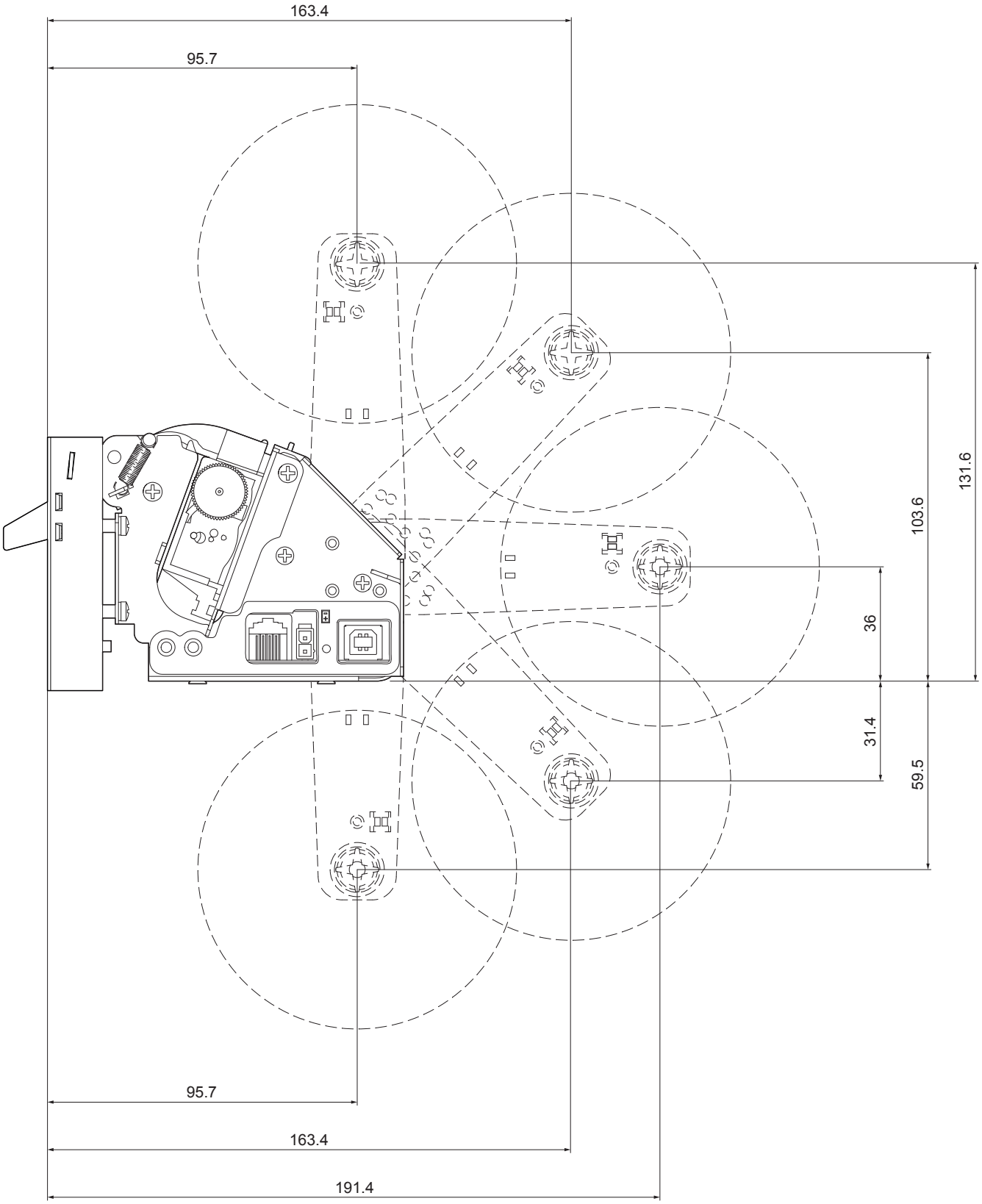
9.4 Device dimensions with adjustable paper roll holder code 974CE010000001 (optional)

All the dimensions shown in following figures are in millimetres.

TG1260HIII CUT, TG2460HIII CUT



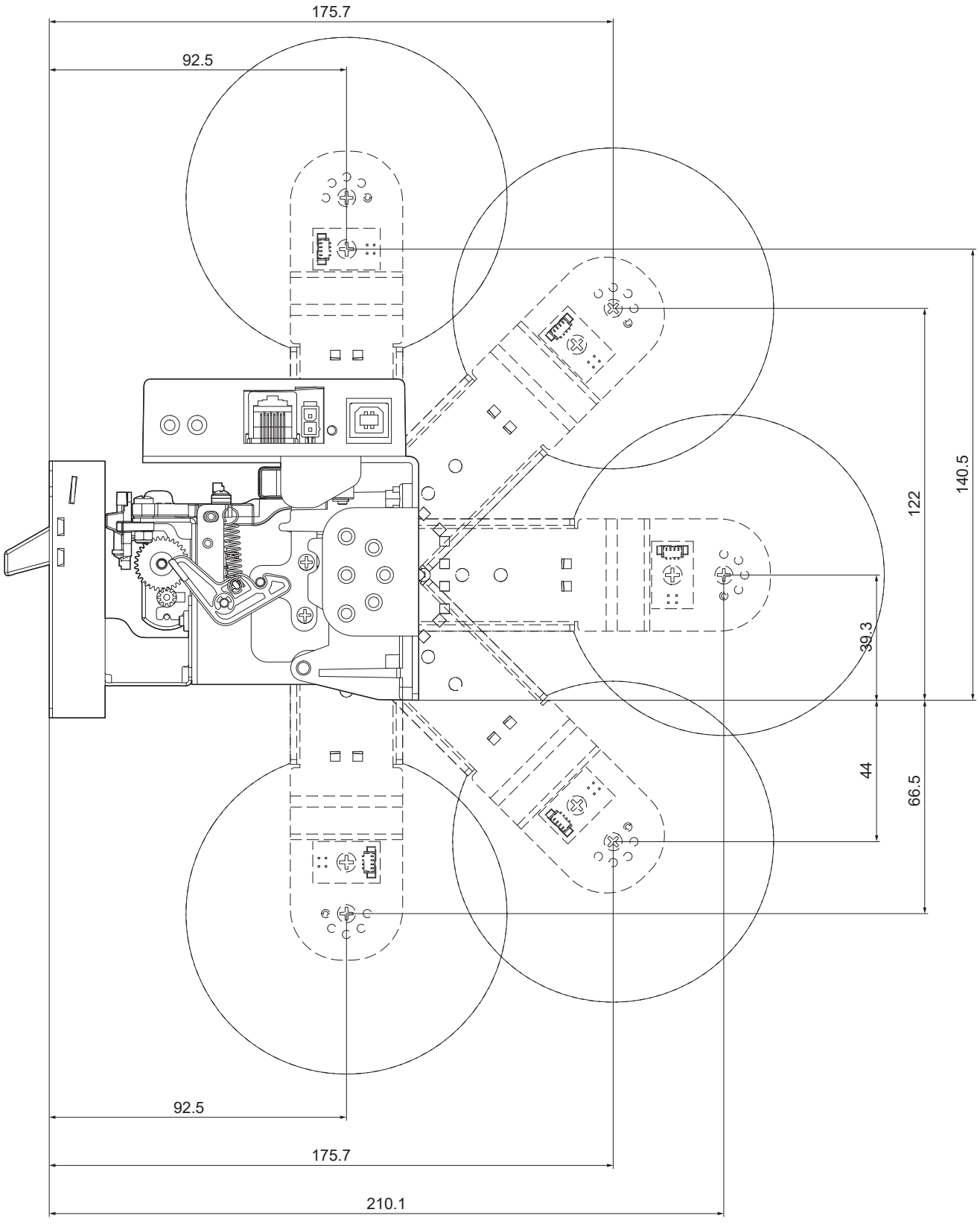
TG2460HIII TRANSP



9.5 Device dimensions with adjustable paper roll holder code 974CG020000001 (optional)

All the dimensions shown in following figures are in millimetres.

TG2460HIII EJC



9.6 Power supply and power cord dimensions (optionals)

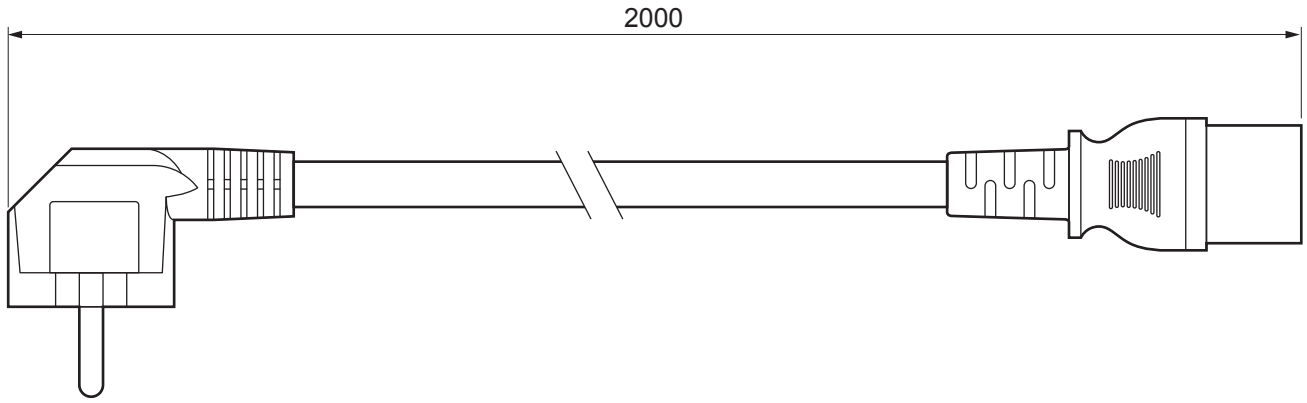
TG2460HIII TRANSP, TG2460HIII CUT, TG2460HIII EJC

The following table shows the dimensions of the power supply, the power cord and the adapter for power supply optionals for the device.

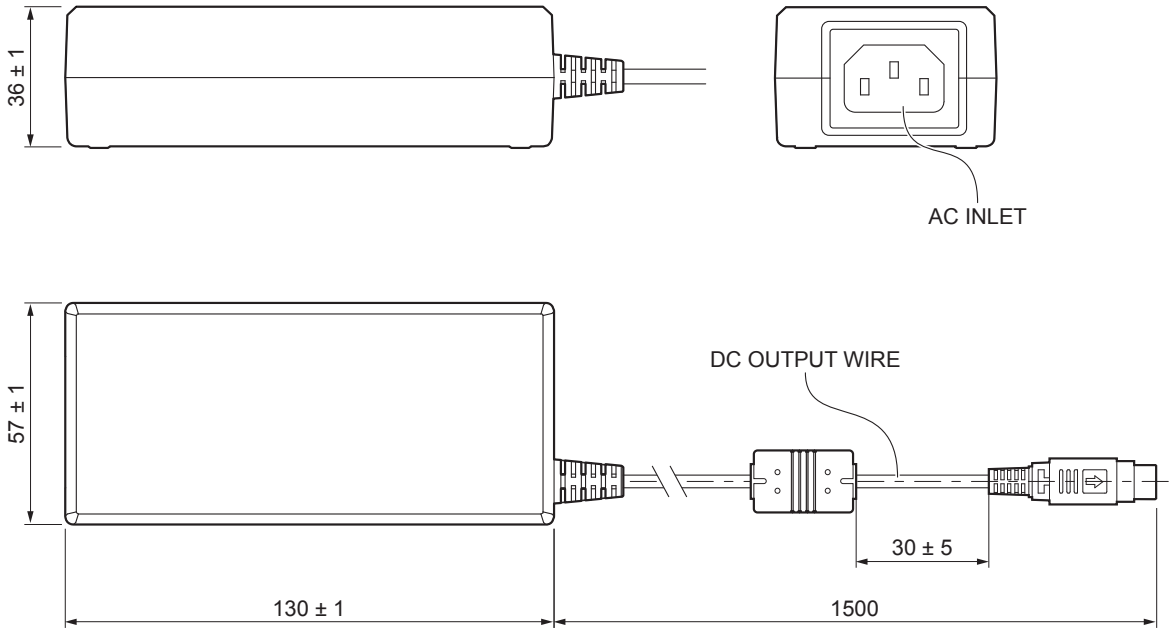
POWER CORD code 26100000000311	
Length	2000 mm
POWER SUPPLY code 963GE020000071	
Length	130 mm
Height	36 mm
Width	57 mm

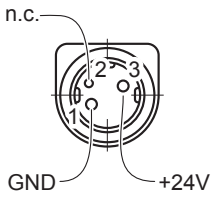
All the dimensions shown in following figures are in millimetres.

POWER CORD code 26100000000311



POWER SUPPLY code 963GE020000071



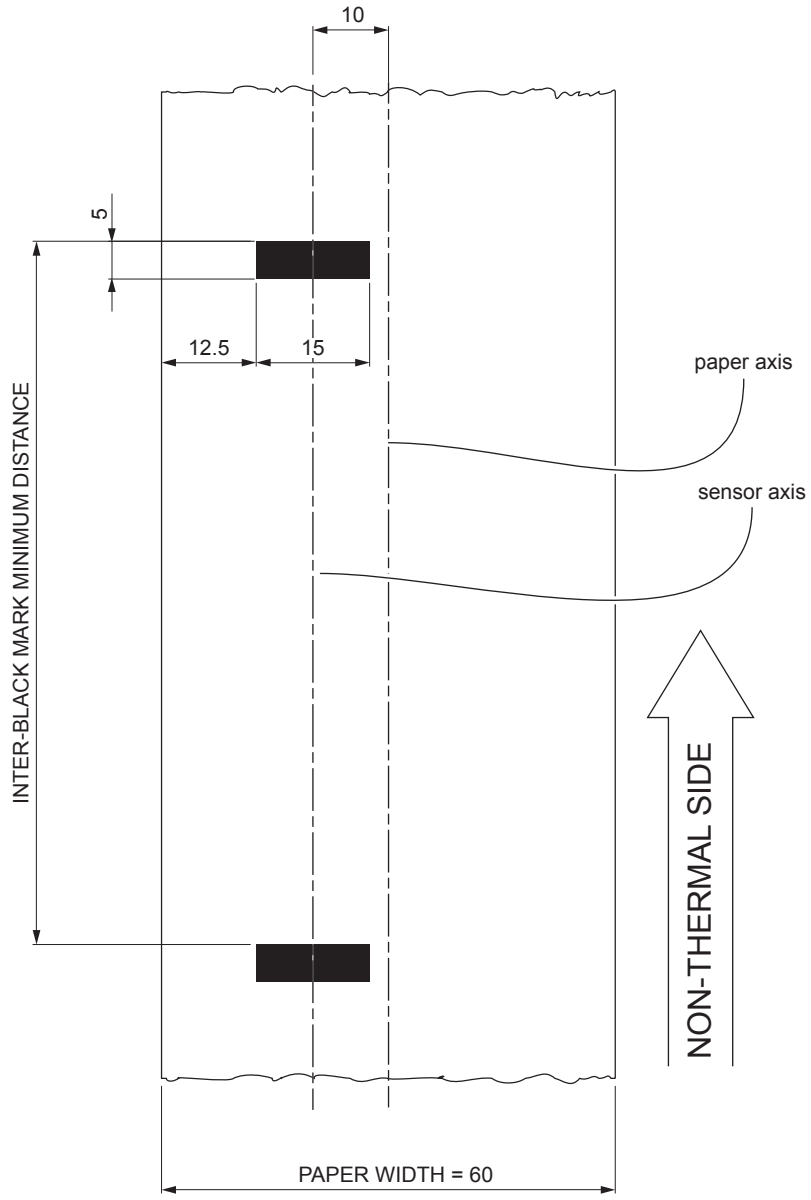


9.7 Paper specification

The following image shows an example of black mark placement on the non-thermal side of paper, where the inter-black mark minimum distance varies by device model according to the table.

TG1260HIII CUT, TG2460HIII TRANSP, TG2460HIII CUT	80 mm
TG2460HIII EJC	104 mm

All the dimensions shown in the following figure are in millimetres.



9.8 Character sets

The device has 3 fonts of varying width (11, 15 and 20 cpi) which may be related one of the coding tables provided on the device.

To know the coding tables actually present on the device, you need to print the font test (see paragraph 3.5).

You can set font and coding table by using the commands (see the commands manual of the device) or using the “Code Table” and the “Chars / Inch” parameters during the setup procedure (see paragraph 6.5).

The following is the full list of coding tables that can be installed on the device.

<CodeTable>	Coding table	
0	PC437 - U.S.A., Standard Europe	
1	Katakana	
2	PC850 - Multilingual	
3	PC860 - Portuguese	
4	PC863 - Canadian/French	
5	PC865 - Nordic	
6	VISCII - Vietnamese Standard Code	
11	PC851 - Greek	on request
12	PC853 - Turkish	on request
13	PC857 - Turkish	
14	PC737 - Greek	
15	ISO8859-7 - Greek	on request
16	WPC1252 - Scandinavian	
17	PC866 - Cyrillic 2	
18	PC852 - Latin 2	
19	PC858 for Euro symbol in position 213	
20	FKU42 - Thai	
21	TIS11 - Thai	
22	TIS13 - Thai	
23	TIS14 - Thai	
24	TIS16 - Thai	
25	TIS17 - Thai	

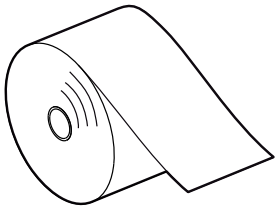
<CodeTable>	Coding table	
26	TIS18 - Thai	
30	TCVN_3 - Vietnamese	on request
31	TCVN_3 - Vietnamese	on request
32	PC720 - Arabic	
33	WPC775 - Baltic Rim	
34	PC855 - Cyrillic	
35	PC861 - Icelandic	
36	PC862 - Hebrew	
37	PC864 - Arabic	
38	PC869 - Greek	on request
39	ISO8859-2 - Latin 2	on request
40	ISO8859-15 - Latin 9	on request
41	PC1098 - Farsi	
42	PC1118 - Lithuanian	on request
43	PC1119 - Lithuanian	on request
44	PC1125 - Ukrainian	
45	WPC1250 - Latin 2	
46	WPC1251 - Cyrillic	
47	WPC1253 - Greek	
48	WPC1254 - Turkish	
49	WPC1255 - Hebrew	
50	WPC1256 - Arabic	
51	WPC1257 - Baltic Rim	
52	WPC1258 - Vietnamese	
53	KZ1048 - Kazakh	on request
255	Space page	

10 CONSUMABLES

The following table shows the list of available consumables for device.

67300000000362

THERMAL PAPER ROLL
Width = 60 mm
Ø external = 80 mm
Ø core = 13 mm



11 ACCESSORIES

The following table shows the list of available accessories for the device.

TG1260HIII CUT

26300000000579

POWER SUPPLY CABLE
Length = 1 m

26500000000311

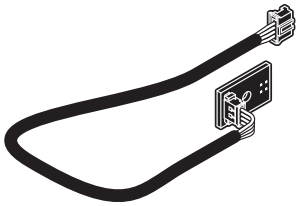
SERIAL CABLE RJ-DB9F
Length = 1.5 m

974CE010000001

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR

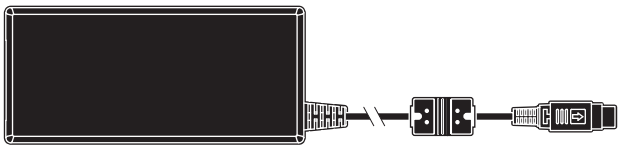
976CG010000001

LOW PAPER SENSOR BOARD
with connection cable (length = 230 mm)



963GE020000071

POWER SUPPLY
(for technical specifications, see paragraph 9.1)



26100000000311

POWER CORD SCHUKO PLUG
length = 2 m
(see paragraph 9.6)

26900000000005

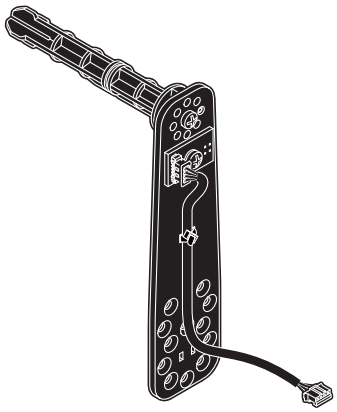
ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm
(see paragraph 9.6)

26500000000311

SERIAL CABLE RJ-DB9F
Length = 1.5 m

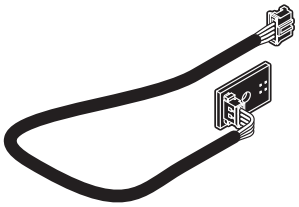
974CE010000001

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR



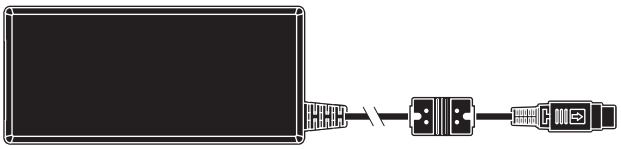
976CG010000001

LOW PAPER SENSOR BOARD
with connection cable (length = 230 mm)



963GE020000071

POWER SUPPLY
(for technical specifications, see paragraph 9.1)



26100000000311

POWER CORD SCHUKO PLUG
length = 2 m
(see paragraph 9.6)

26900000000005

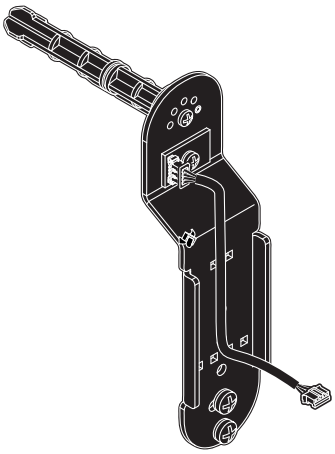
ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm
(see paragraph 9.6)

26500000000311

SERIAL CABLE RJ-DB9F
Length = 1.5 m

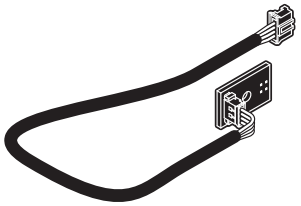
974CG020000001

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR



976CG010000001

LOW PAPER SENSOR BOARD
with connection cable (length = 230 mm)



12 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the product label (see paragraph 3.4). The firmware release number (SCODE) can be found:

- on the setup report (see paragraph 6.1)
- connecting the device to a PC and starting the “PrinterSet” tool (see paragraph 6.2)

Part Number : 76200000009200 Rev.1.50

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