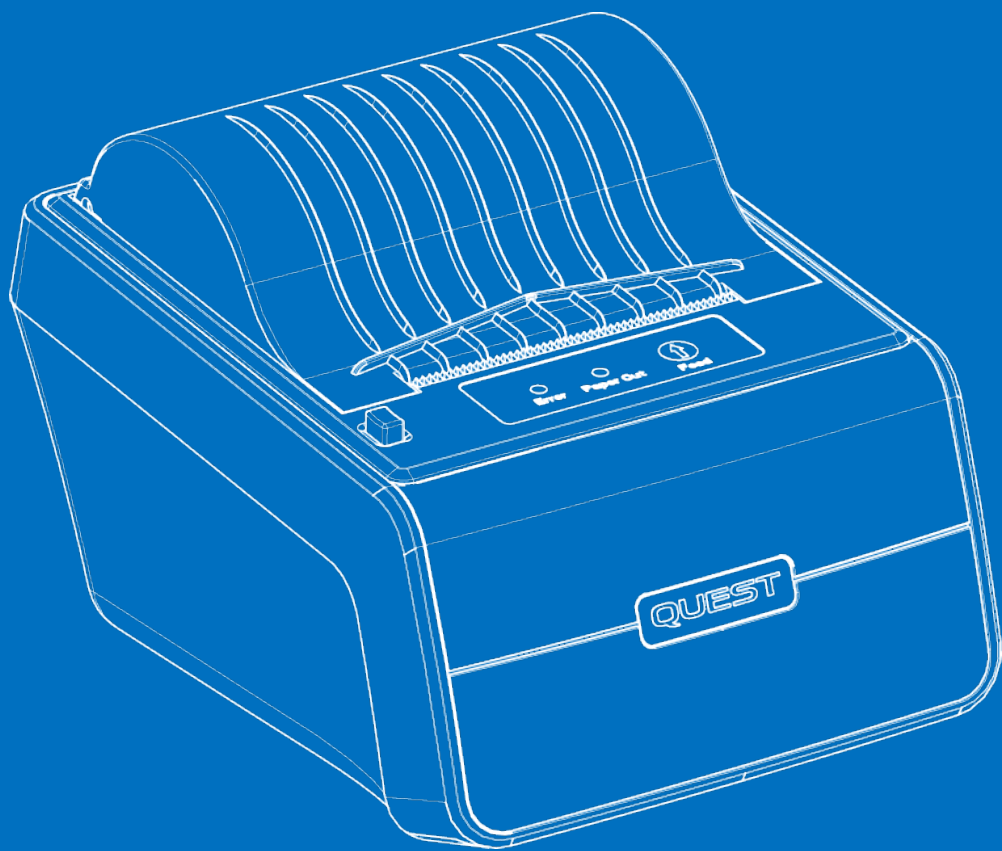


# QP1 Thermal Printer

## User Guide



152-0005-01

**QUEST**  
payment systems

# INTRODUCTION

## What's in the box?

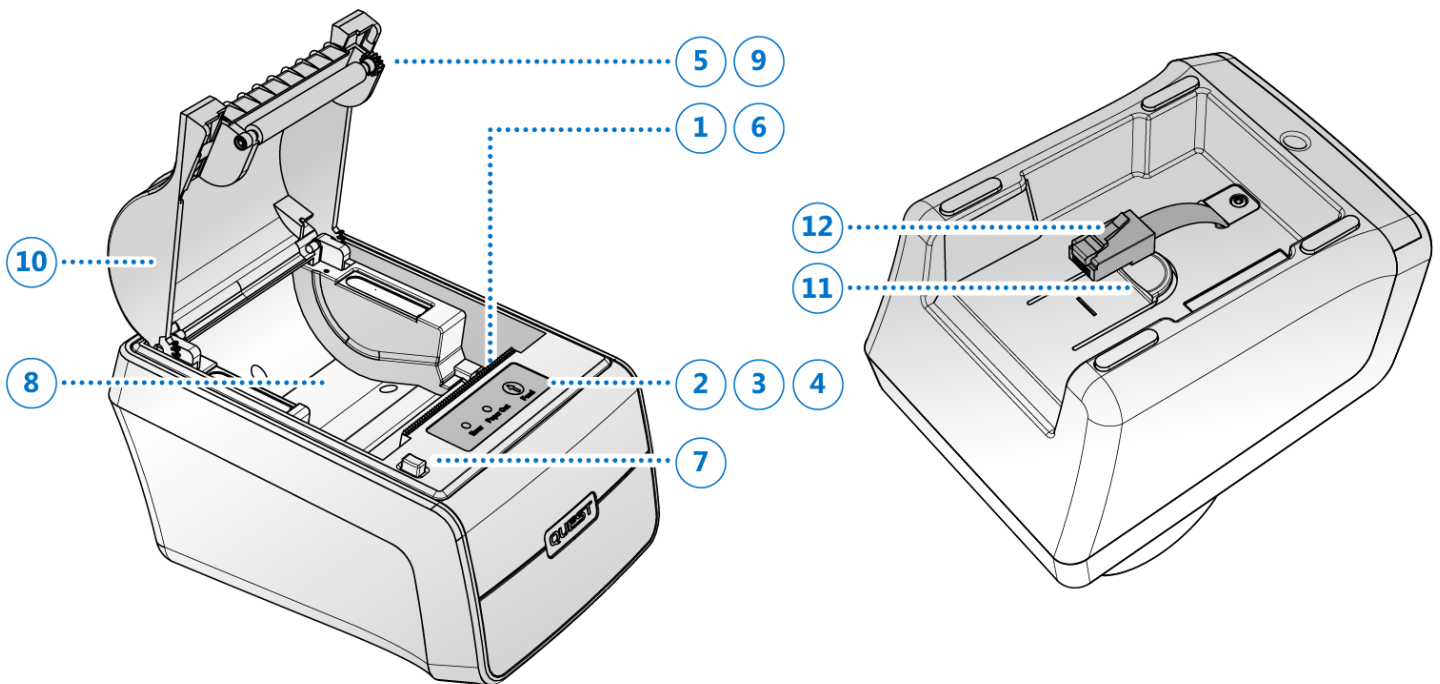
- QP1 Printer with Paper Roll
- Customer Support information card

### IMPORTANT INFORMATION

The power supply and all other cables are included with the QT720 Payment terminal, **NOT** the QP1 printer. If you find something is missing from your QT720 Payment Terminal and QP1 printer, contact the Quest support team (see 'Support' section in this guide).

## Features

- |                                       |  |
|---------------------------------------|--|
| 1. Thermal Print head                 | 7. Lid release button                    |
| 2. Paper feed button                  | 8. Paper roll bucket                     |
| 3. 'Paper out' indicator light        | 9. Paper Feed roller                     |
| 4. 'Error' indicator light            | 10. Lid                                  |
| 5. Automatic Paper cutter             | 11. 'Cable Interface Box' release button |
| 6. Tear bar, for manual paper cutting | 12. COM cable                            |



## Printer controls

### 'Feed' Button

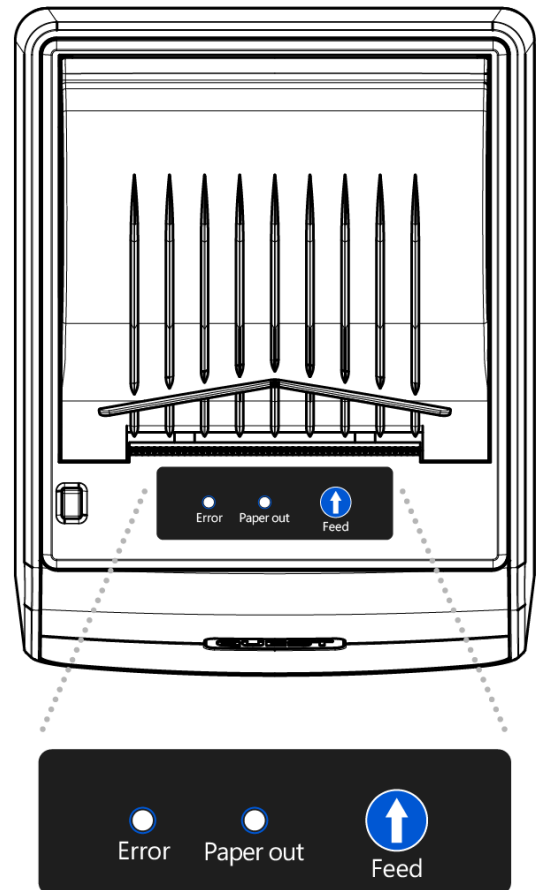
Press the 'Feed' button once to advance paper one line. Hold down the FEED button to print a 'Self-Test' page. See 'Self-test' section for more information.

### 'Error' Light

If the 'Error' light illuminates red, it indicates an error which is preventing normal operation. The paper may be jammed or the lid is not closed properly. See the 'Troubleshooting' section in this guide for more information on errors.

### 'Paper out' Light

This light indicates the end of a paper roll. Install a new paper roll, and the printer will continue printing. If the roll runs out whilst printing a receipt, install a new roll and QT720 will re-print that same receipt.



# INITIAL SETUP

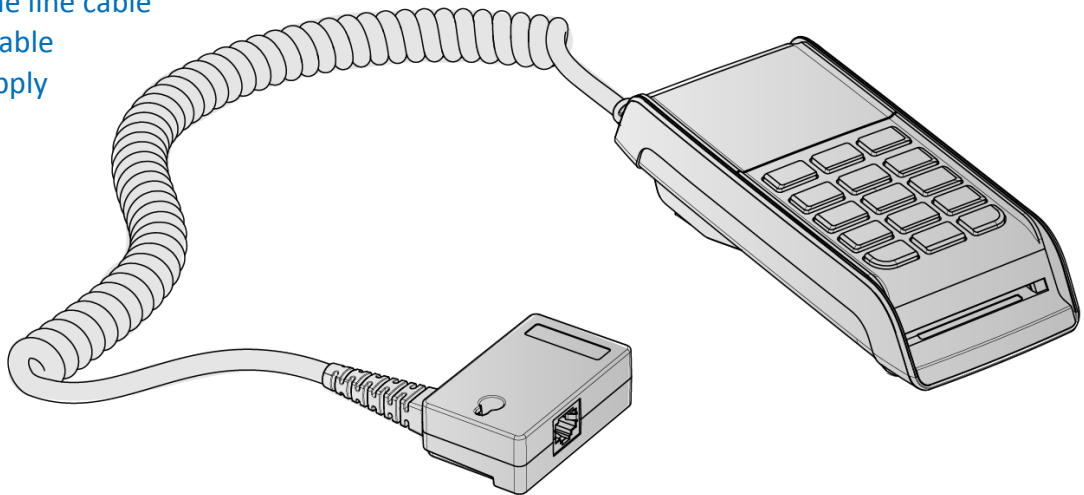
## Connecting QP1 Printer to QT720 Payment Terminal

### IMPORTANT INFORMATION

The QT720 Standalone terminal is provided to you with a pre-fitted 'Main cable'.

Other cables included with QT720:

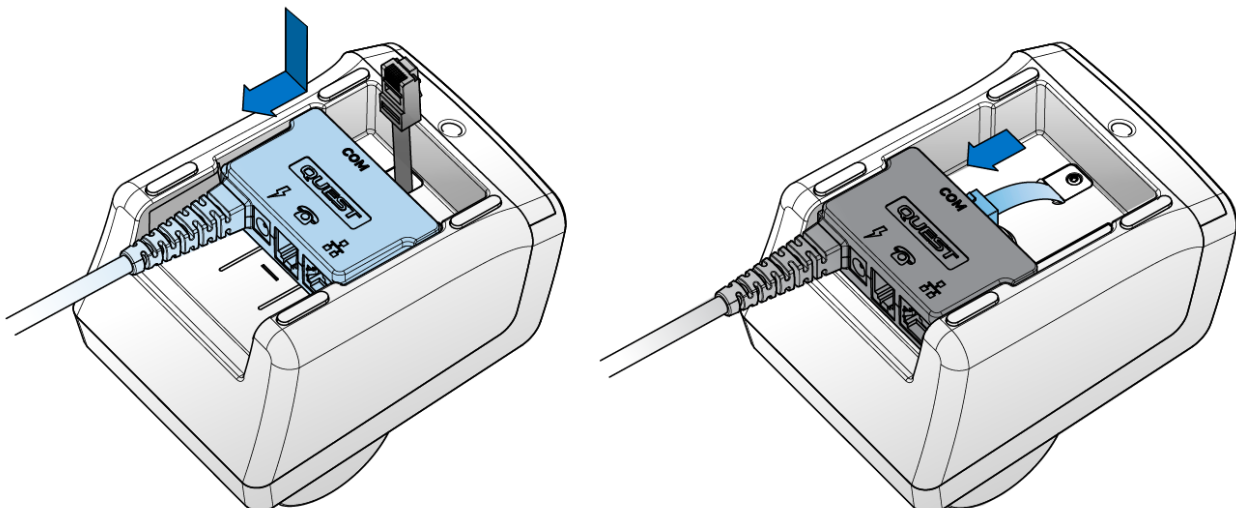
- 10m Phone line cable
- 5m LAN Cable
- Power supply



### Connecting the COM cable

*Note: Before connecting the main cable to QP1, ensure no power is connected.*

1. Place the QP1 upside down on a soft, clean surface. Orientate the 'Interface box' of the Main cable as shown and lower it into the recess on the underside of the printer.
2. Slide the 'Interface box' toward the back of the printer until it clicks into position.
3. Connect the small black cable exiting the printer to the COM port on the 'Interface box'.



## Connecting the Dialup line

If your site requires you to use 'Dialup' as a backup communication method, plug your landline telephone cable into the 'Phone' port on the 'Interface box'.

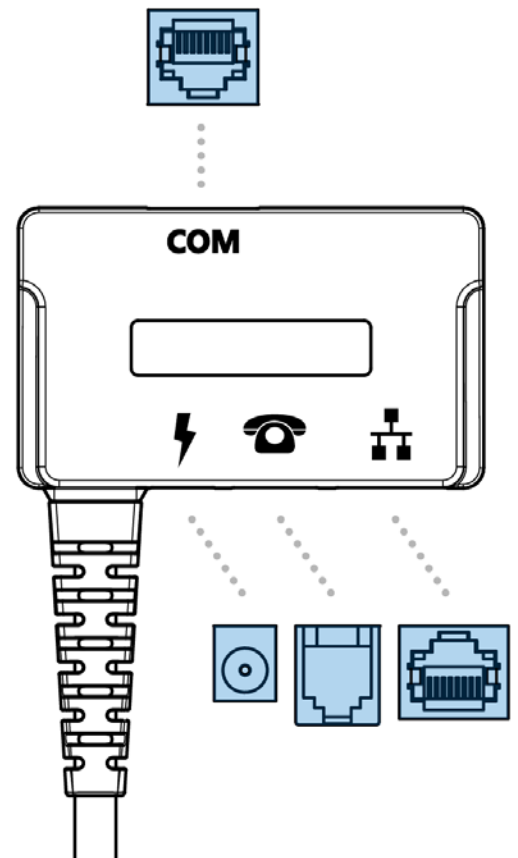
## Connecting the Network (LAN) cable

Connect your LAN (Local Area Network) cable into the LAN port on the 'Interface box'.

## Connecting the Power Supply (DC)

*Warning: Only use the power supply provided with your QT720 Payment Terminal. Using any other power supply may cause damage, fire or electrical shock and void your warranty.*

1. Connect the DC Jack of the Power supply provided with your QT720 into the DC socket on the 'Interface Box' fitted to the QP1 printer.
2. Plug the DC Power supply into an electrical outlet. Ensure all other communication cables are fitted before switching on the power at the electrical outlet.
3. When power is supplied, the QP1 Printer lights will momentarily flash and the QT720 Payment Terminal will begin to boot up.
4. Your QT720 Standalone Payment Terminal is now setup.

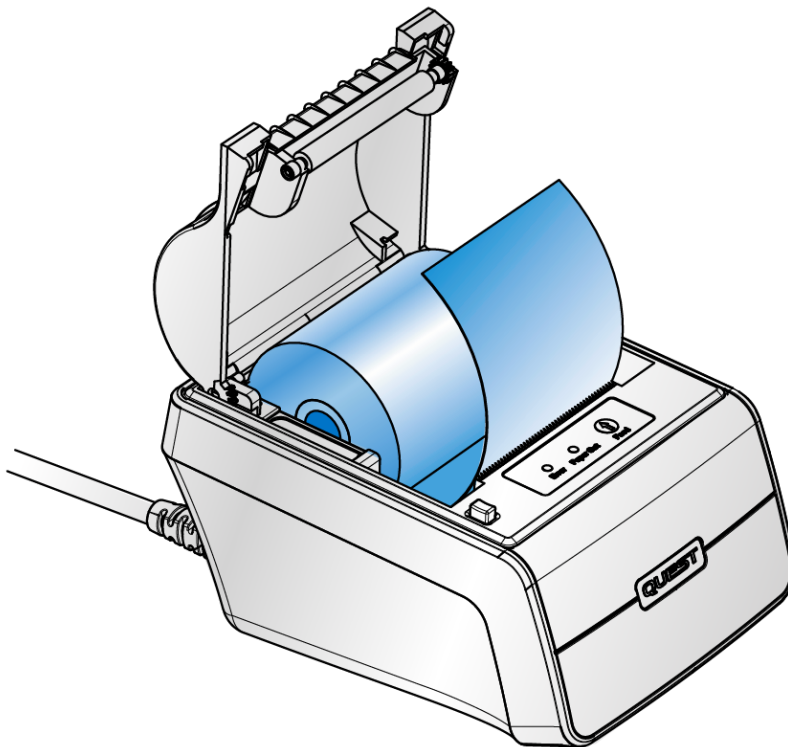


# USING THE PRINTER

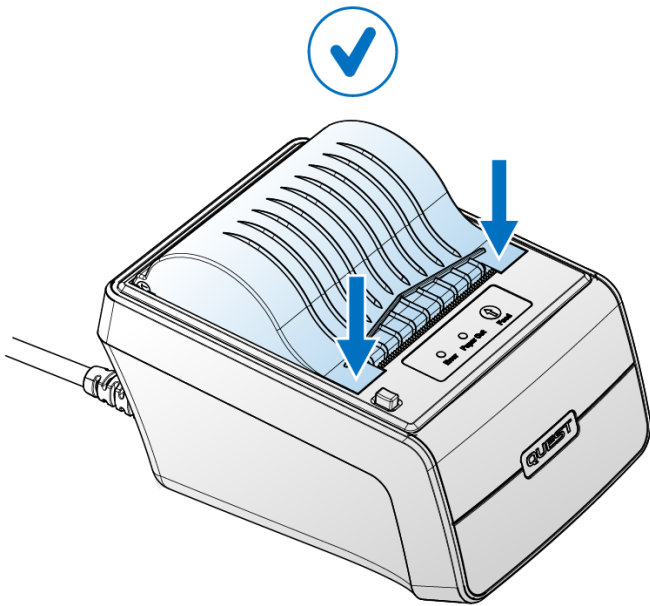
## Inserting a Paper Roll

*Note: Be sure to use paper rolls that meet the specifications listed within this guide. Do not use paper rolls that have the paper glued to the core as the printer cannot detect the paper end correctly.*

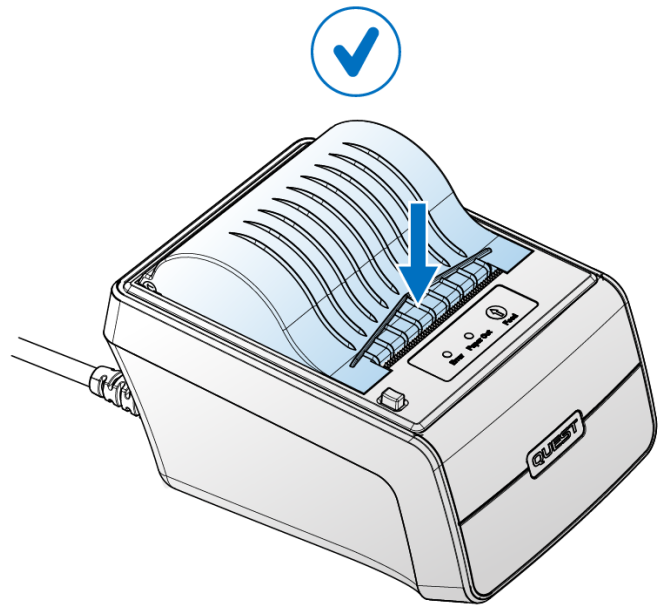
1. Ensure the printer is not receiving data; otherwise, data may be lost.
2. Open the paper roll lid by pressing the lid release button. If the button will not open the lid, see the *Troubleshooting* section in this guide.
3. Remove and discard any partial paper roll or empty core.
4. Insert the paper roll as shown. When the paper roll is in place, ensure the paper feeds from the bottom of the roll.



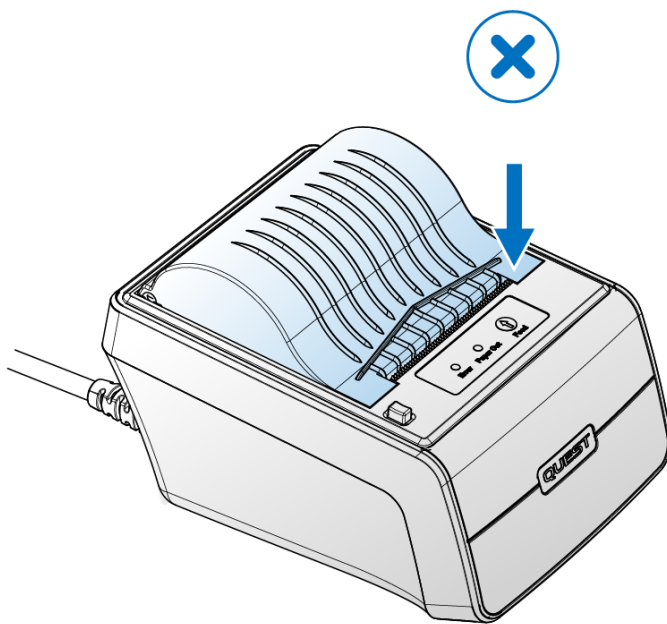
5. Before closing the lid, pull out a small amount of paper, then close the lid by pressing on both sides of the lid (simultaneously) or press on the middle area of the lid (near the paper exit). The lid is closed once you hear a “Click”.
6. Tear off any excess paper. QP1 is now ready to print.



**DO** – Press evenly on the Lid to close



**DO** – Press on the middle area to close



**DO NOT** – Press on one side only

## Receipt cutting

For your convenience, the QP1 Printer has an auto cutter that will cut the receipt automatically after printing. A small portion of the paper is left uncut, gently pull the receipt and the paper will break away.

If the auto cutter fails, a secondary tear bar is included as a backup. Simply pull the receipt toward you to tear off.

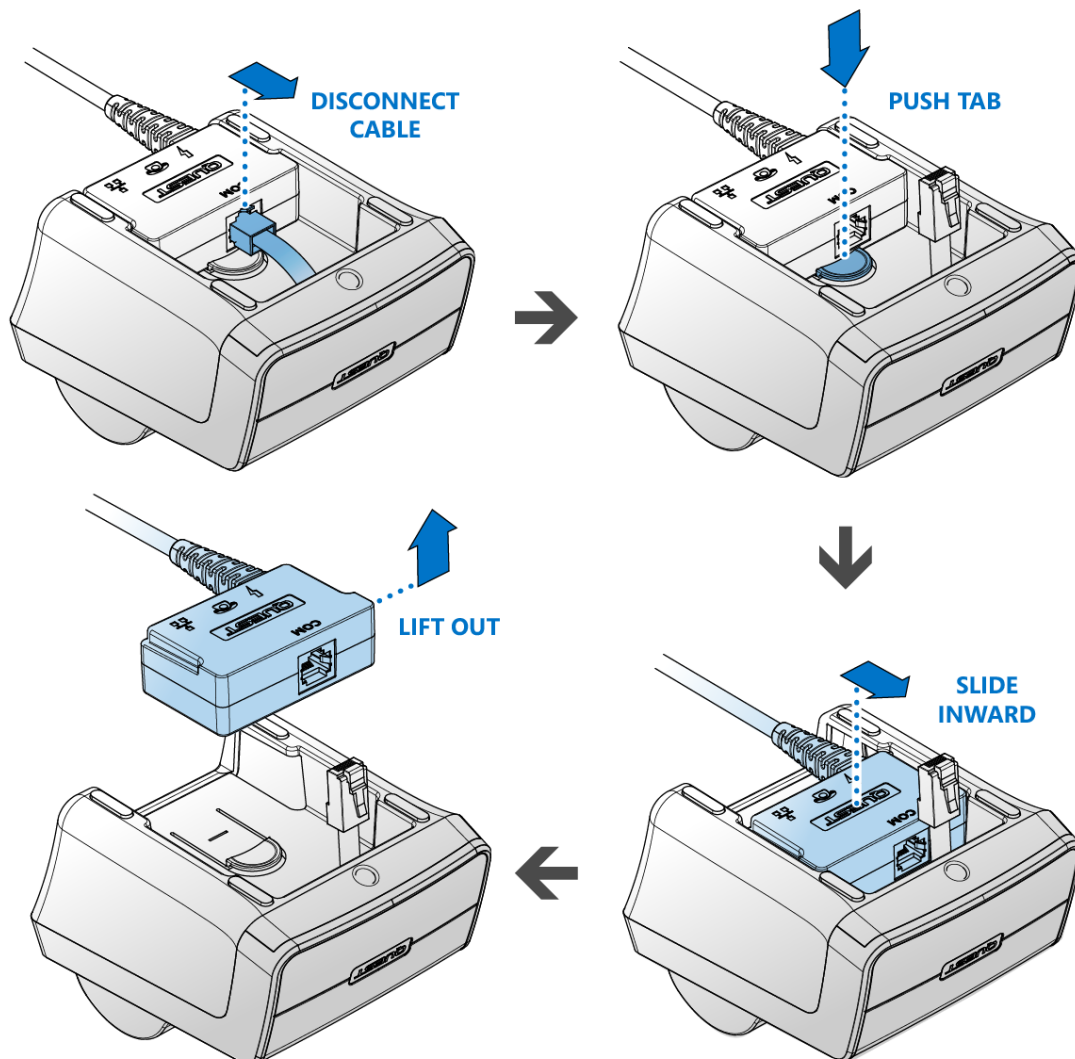
# MAINTENANCE

## Disconnecting QP1 from the QT720 Payment Terminal

In order to swap the QP1 Printer or QT720 Payment Terminal, you will need to disconnect the Main cable from the QP1 Printer.

*Note: The Main cable must remain connected to QT720 at all times. If returning QT720 for service, leave the Main cable attached to the QT720.*

1. Disconnect the power at the electrical outlet.
2. Disconnect the 'Power' cable from the back of QP1, then the 'Phone' and 'LAN' cables. Turn over the QP1 printer and disconnect the 'COM' cable by pressing the plastic tab on the plug and withdrawing the connector from the 'Interface box'.
3. Push the large button on the underside of QP1 and slide the 'Interface box' towards the front of the printer.
4. Lift the 'Interface box' out.





## Enclosure cleaning

*Note: All cleaning should be done when the power supply is off.*

Do not spray water or any liquid directly onto QP1. Any liquid that goes into the product may cause a failure, fire, or electric shock. Turn off QP1, then gently wipe the outside surfaces with a micro-fiber cloth dampened with a small amount of water. Do not use flammable liquids (benzene, thinners, etc.) or a cleaning agent.

## Print head cleaning

Cleaning should be done when any one of the following conditions occurs:

- Reduced printing quality
- Unusual noise whilst feeding paper

Do not touch the surface of the printer head with bare hands. Do not use hard tools on the printer head, rubber platen, and heating element, as this may cause damage. Do not use organic solvents to clean the printer head, such as gasoline, acetone, etc.

Cleaning steps:

- Turn off the power supply
- Cleaning should be done after the printer head has completely cooled.
- Wipe the heating element of the print head lightly with cotton swabs with ethyl-alcohol applied.
- Ensure all cleaning solution has completely dried before printing.

## Paper Feed Roller cleaning

Cleaning should be done when any one the following conditions occurs:

- Paper has stopped feeding
- Paper feeding is unusually noisy

Cleaning steps:

- Turn off the power supply
- Wipe the Feed roller clean with a lint free cloth with ethyl-alcohol applied
- Ensure all cleaning solution has completely dried before printing.

## Self-Test

The 'Self-Test' lets you know if your printer is operating properly. This test is independent of the QT720 Payment Terminal, and independent of all software.

Running the Test:

1. Make sure a suitable paper roll is installed and printer lid is closed properly.
2. Hold down the FEED button until the self-test begins. The 'Self-Test' will print a test pattern. The printed pattern should have good contrast and be consistent in appearance. If the test print is poor, see the *Troubleshooting* section in this guide.
3. The printer is ready to receive data as soon as it completes the 'Self-Test'.

## Storage

Do not store the printer in damp places or areas with large temperature variations. Condensation on the printer may cause damage to the thermal head or unit failure.

Do not store the printer in dusty places.


When storing the printer for longer than six months, the printer lid must be kept open such that the Paper Feed roller is not in contact with the Thermal Print head. If the Paper Feed roller and Print head have continued direct contact for prolonged periods the Feed roller can become deformed and may affect normal operation.

# TROUBLESHOOTING

## Troubleshooting

If the printer seems to have a problem, first refer to the troubleshooting table below. If none of these troubleshooting tips apply, please contact your Help desk or contact the help desk at Quest Payment Systems.

Issue	Solution and explanations
<p>The lights on the control panel do not come on during initial setup.</p>	<p>Make sure the DC power supply cable is correctly plugged into the printer and is plugged into a working power outlet. Make sure power is supplied to the power outlet.</p>
<p>The ERROR light is on (not blinking) and nothing printed.</p>	<p>If the PAPER OUT light is off, make sure the printer lid is properly closed. Re-open the lid and close again by pressing the printer lid until the lid audibly clicks into place.</p> <p>If the PAPER OUT light is on, the paper roll is not installed or is at or near the end. Install a new paper roll. See Chapter 1 for instructions.</p>
<p>The ERROR light is blinking and the printer does not print.</p>	<p>First, check for a paper jam.</p> <p>If there is no paper jam and the printer has been printing for quite a while, the print head may be overheated. If the print head is overheated, the printer will resume printing when the head has cooled (usually within two or three minutes).</p> <p>If there is no paper jam and the print head is not overheated, turn off the printer and turn it back on after about 10 seconds. If the ERROR light is still flashing, contact your nominated Support desk.</p>
<p>The ERROR light is off, but nothing has printed.</p>	<p>Try to run the 'Self test' to check that the printer works properly. Press and hold the Feed button until the 'Self test' prints. If the self-test does not work, contact your nominated Help desk.</p> <p>If the 'Self-test' works properly, check the following:</p> <ol style="list-style-type: none"> <li>1. Check all cable connections into the 'Interface cable box'.</li> <li>2. If the printer still does not print, contact your nominated help desk.</li> </ol>

<p>Printing is poor</p>	<p>Ensure good quality thermal paper is used.</p> <p>Paper dust on the heating element of the thermal print head can lower the print quality. Try cleaning the print head as described below:</p> <p><b>Cleaning the print head. Caution</b> </p> <p><i>After printing, the print head can be very hot. Be careful not to touch it. Also let it cool before you clean it. Damage can occur to the print head if touched with your fingers or any hard object.</i></p> <ol style="list-style-type: none"> <li>1. Press the Lid release button to open the printer lid.</li> <li>2. Clean the thermal element of the print head with a cotton swab moistened with an alcohol solvent (ethanol, methanol, or IPA).</li> </ol>
<p>The Printer lid won't open. The button doesn't work as normal.</p>	<p>If the Lid release button won't depress fully and release the lid, check that the printer lid is completely shut. Press firmly in the center of the lid near the tear bar, then try pressing the release button again. Repeat this action repeatedly until the button opens the lid as normal. Once open, remove any paper roll, inspect the button mechanism and ensure it is operating smoothly. Ensure there is no debris in this mechanism. A strong blow of air is often enough to clear unwanted debris.</p> <p>If the above still does not open the lid, try grasping the lid on the sides and gently assisting it to open whilst depressing the button. If you still have trouble, please call your nominated Help desk.</p>
<p>Paper is not feeding as normal</p>	<p>Open the Lid of the printer and first inspect the paper. Ensure there are no joins/ abnormalities in the paper roll.</p> <p>Ensure the Rubber roller can turn freely. Use your finger on the gear to turn the roller.</p> <p>Inspect the rubber surface of the roller for dust and foreign particles. If dirty, refer to the 'Maintenance' section in this guide.</p>

# GENERAL CHARACTERISTICS

MODEL		QP1
Printing	Printing method	Thermal dot printing
	Number of dots	384 dots/line
	Resolution	8 dots/mm
	Paper entry width(mm)	58mm
	Printing width(mm)	48mm
	Paper roll diameter (mm)	Φ 50mm Max
	Paper thickness (μ m)	60-80
	Paper loading	Easy loading
<b>Recommended paper</b> <i>Only use the recommended or other equivalent quality thermal paper. Poor quality thermal paper may reduce the life time of print head.</i>		Maximum paper roll dimension : 57mm Wide x 50mm Diameter (note: <50mm diameter rolls work also)  PD150K OJI paper F230 AA Mitsubishi paper DJ03Aclas paper
Detection	Paper end sensor	By photo interrupter
	Head temp sensor	By thermistor
Operating voltage		12V
Peak current	For head	2.38A at 13.2V(45) dots
	For motor	1.47A Max
Graphics		Variable width and offset, Double width and height
Barcodes		Variable width and offset, Double width and height, 11 barcodes: normal and rotated 90°
Barcodes type		UPC-A, UPC-E, EAN8, EAN13, CODE39, I25, CODABAR, CODE128, CODE11, MSI
Interface		RS232
Life	Abrasion resistance	100KM
	Pulse activation	100 million
Operating environment	Operating temperature	0~50 deg, Celsius
	Operating humidity	10~90% RH (No condensation)
	Storage temperature	-20~60 deg. Celsius
	Storage humidity	5~95%RH (No condensation)
Physical characteristics	Dimensions (W x H x D)	103 x 90 x 134mm
	Weight (without Paper roll)	325g

Design and specifications are subject to change without prior notice.

## SUPPORT

If you cannot resolve an equipment issue and require further assistance, please contact the Quest Support team. The standard hours for email and phone support are 9.00am to 5:00pm (AEST) Monday to Friday, excluding National and Victorian public holidays.

**Email:** [support@questps.com.au](mailto:support@questps.com.au)

**Phone:** (+61) 3 8807 4444

**Website:** [www.questpaymentsystems.com](http://www.questpaymentsystems.com)

# WARRANTY

## Hardware Warranty

Quest Payment Systems Pty Ltd (Quest) hardware products are warranted against defects caused by faulty workmanship and materials for twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products.

This warranty does not apply to defects caused by the hardware products not being used in accordance with instructions, accidental damage, damage caused by external forces, liquids damage, misuse, security tamper activation, fair wear and tear, or repair or attempted repair by unauthorised persons. All warranties not referred to in this document are excluded.

Subject to Quest's rights under the Australian Consumer Law (which Quest fully reserves), our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You agree that our hardware products will be of acceptable quality if they remain functional in accordance with their specifications and accompanying documentation for twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products.

The liability of Quest for the breach of the consumer guarantees in the Australian Consumer Law and all other liability in relation to our hardware products is limited to, at the option of Quest, the repair or replacement of the hardware product, the supply of an equivalent hardware product or the payment of the costs of replacing or repairing the hardware product.

If you wish to make a claim under the warranty against defects set out above or the consumer guarantees in the Australian Consumer Law, you must return the relevant hardware product to Quest within twelve (12) months from the date of supply for new products, and ninety (90) days from the date of repair for refurbished or repaired products. Freight and insurance charges to and from Quest are your responsibility.