Thermal POS Printer NT212

QUICK START GUIDE

Table of Toxic and Hazardous Substances and Content in the Product

Part	Toxic and hazardous substances or elements									
	(Pb)	(Hg)	(Cd)	(Cr(VI))	(PBB)	(PBDE)	(DEHP)	(DBP)	(BBP)	(DIBP)
PCBA	×	○	○	○	○	○	○	○	○	○
Print Head	○	○	○	○	○	○	○	○	○	○
Metallic Structural Parts	○	○	○	○	○	○	○	○	○	○
Plastic Structural Parts	○	○	○	○	○	○	○	○	○	○
Packaging Material	○	○	○	○	○	○	○	○	○	○

This table is made in accordance with SJ/T11364.

○: This symbol indicates that the content of this toxic or hazardous substance in all homogeneous material is under the limit specified in the GB/T26572.

×: This symbol indicates that the content of this toxic or hazardous substance in at least one homogeneous material exceeds the limit specified in the SJ/T11363-2006. However, the exceeding toxic or hazardous substance in the part with a "×" cannot be solved for there is no mature technology can be used in the industry currently.

For the product reaches or exceeds the environment-friendly use period, please recycle it in accordance with the Pollution Control and Management on Electronic Information Products instead of discard it casually.

Package Item List

☑ One printer
☑ One quick start guide (package item list, product warranty card, product certificate of approval)
☑ One power cable
☑ One thermal till roll

Basic Specs

Print Method	Direct thermal
Till Roll Width	Max.58mm
Dots/Line	384
Active Print Width	Max.48mm
Print Speed	Max.160mm/s
Memory	64MB
Flash Memory	128MB
DBCS	GB18030 simplified and traditional Chinese character set KSC5601 Korean character set JIS0208 Japanese character set
Other Characters	Code pages of 23 countries
Letter & Number	10 kinds of ASCII character set
Custom Character	Available
Out of Paper Sensor	Out of paper; cover flip detection
Temperature Sensor	Overheat detection & protection
Power Indicator	Green
Network Indicator	Blue
Anomaly Indicator	Red

WIFI	IEEE 802.11 b/g/n 2.4G
BT	BT4.2 BLE 2.4Ghz
Command	ESC/POS
Speaker Power	1.5W
Speaker Volume	≥100dB
Power Input	AC 100~240V, 50/60Hz
Cash Drawer Port	RJ12 12V/1A
USB Port	Type C USB 2.0
Till Roll Type	Thermal receipt paper
Till Roll Width	58mm
Paper Thickness	0.051~0.068mm
Till Roll OD	Max.Φ60mm
Till Roll Loading	Open the cover on the printer top surface for loading
Working Environment	0℃~45℃, 30%~85%RH
Storage Environment	-20℃~60℃, ≤93%RH (40℃)
Dimensions	116×116×116mm
Weight	~843g
Barcode Specs	UPC-A、EAN8、EAN13、QR

Common Problems & Troubleshooting

In case of printer failure, please refer to this chapter for corresponding treatment. If the problem still cannot be solved, please contact the distributor or manufacturer.

Problem	Possible Cause	Solution
The indicator won't come on, and the printer is not working	The printer is not energized	Power on the printer
	The power switch has not been turned on	Switch the power on
	The power cable is damaged	Replace the power cable
	PCB is damaged	Contact the distributor or manufacturer
Anomaly indicator on	Out of paper	Load a new till roll
Anomaly indicator blinks	The printhead is overheated	Please wait for the printhead to cool down
Anomaly indicator onVoice prompt: The printer voltage is too high, please check The printer voltage is too low, please check	Abnormal input voltage	Power off the printer and check the input voltage
Network indicator won't come on	The device is disconnected from a server	Double click the pairing key to print network self-test report
Light, blurry or stained receipt printed	The printhead is damaged	Replace the printer engine
	The printhead or the rubber roller is stained	Clean the printhead or rubber roller
Blank receipt printed	The till roll is loaded in a wrong direction	Please load the till roll following the instruction
Receipt output error	Paper jam	Open the printer cover to check the paper feed path and fix the problem

Note:

Do not use hard object (tweezer, etc.) when cleaning the printhead or the rubber paper feed roller to avoid damaging the printhead and rubber roller.To extend the service life of the printhead, monthly cleaning printhead and rubber roller is recommended. Please use a cotton swab with absolute alcohol to wipe the thermal head.

For more helps, please visit SUNMI official website at www.sunmi.com

Attentions

Cautions

- Please plug the AC power cable into the AC socket which complies to the input marked on the power adapter of the printer.
- Use in any environment with potential explosive gas is strictly prohibited.
- To avoid potential dangers, no one other than professionals shall open the power adapter casually.
- This device is a class A product and may cause radio jamming in the living environment. Under this circumstance, users need to take practical anti-jamming measures.

Important Safety Reminders

- Do not install or use the device during the weather of thunder and lightning to avoid being hit;.
- Please cut off the power supply immediately when you find a suspicious smell, overheated device or smoke!
- Please do not touch the sharp cutter!
- Please do not use it in humid or dusty environments or in any environment with flammable or explosive substances.

Applicable Scenarios

It is applicable in scenarios including takeout delivery, scan to order and voice broadcast.
Target users: food & beverage store, bakery, retail.
Functions: receipt printing, voice broadcast on orders and payments.

Suggestions

- Do not use the device close to water or in moist environment to prevent liquid from getting inside the device.
- Do not use the device in extremely cold or hot environment. For example: do not use the device close to fire or a lighted cigarette.
- Do not drop, throw or bend the device.
- Use the device in clean environment to prevent small items from getting inside the device
- Do not use the device close to medical facilities without permission.

Declaration

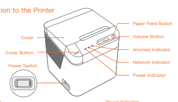
Our company is not responsible for the following actions

- Damages caused by the usage or maintenance which are not in accordance with this guide.
- Damages or problems caused by options or consumables (not provided or approved by our company). (No modification or alteration on the device shall be made without the company's consent)

Disclaimer

Due to the updates of products, the details listed in this guide might be different from the products, and the actual products shall take precedence. Our company reserves the right to interpret this guide as well as the right to amend this guide without prior notice.

Introduction to the Printer



Power Switch

To turn on/off the printer.
Press the side with a "I" to turn on the printer.
Press the side with no symbol to turn off the printer.

Cover Button

To open the printer cover for till roll loading/replacing.
The printer cover will pop open if you press the cover button.

Volume Button

" ⊽ " volume up , " ⊽ "volume down.

Paper Feed Button

The blank paper will move outward when you press and hold the button, and will stop when you release the button.

Power Indicator

Green on: the device is on.
Green off: the device is off.

Network Indicator

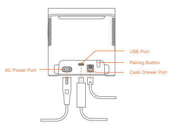
Blue on: the device is connected to a server.
Blue off: the device is disconnected from a server.

Anomaly Indicator

Red on: out of paper or abnormal voltage.
Red blinks: the print head is overheated.
Red off: the printer is in normal status.

Combination Keys

Double click the paper feed button: print the last order.
Double click the pairing button: print the network self-test report.
Click the pairing button + the paper feed button: print the self-test page.



AC Power Port

To power the printer with 100-240V, 50/60Hz alternating current.Please ensure the printer is off when you connect it to power supply.

Cash Drawer Port

To connect the printer to a cash drawer and open the cash drawer.
Please pay attention to the electric performance specs.
Please ensure the printer is off when you connect it to a cash drawer.

USB Port

To connect the printer to a POS device to realize mobile printing.
Please ensure the printer is off when you connect it to a POS device.

Pairing Button

Press and hold the button to enter into network pairing mode.

Illustration on Configuration

a. Load a till roll

After connecting the printer to a power supply, you can install a medium for printing. Please check the till roll width before using. Power off the printer and open the printer cover to load a till roll; close the printer cover and tear the excessive paper end off; power on the printer and it is ready for printing.

b. Bind the printer

1. Download and install SUNMI Assistant App to register an account, create a merchant and stores.
2. Enter the store section to add your device.
3. Select the type cloud printer.
4. Click "Start" to proceed.
5. Select the printer to pair.

c. Wi-Fi Pairing

1. Enter the Wi-Fi password, and wait the prompt to show that the Wi-Fi has been paired.

2. Successfully bind the printer.

d. Printer settings

1. Select the test items
2. Print test
3. Voice test

Product Warranty Card

Product Warranty Card

Product Name: ____________________

Product Model: ____________________

Product No.: ____________________

Purchase Date: ____________________

Warranty: We provide ____ days limited warranty since the purchase date

Contact Info:

· Company Address: ____________________

· Contact Number: ____________________

The following conditions are not covered by the free warranty:

· Disassemble and repair the device without permission.
· The product barcode or fragile paste is damaged, or the warranty card is contaminated or incomplete.
· Malfunction caused by the operations on the device which are not in accordance with this guide.
· Man-made damages including the malfunctions, scratches or damages caused by water ingress or falling off.
· Malfunctions or damages caused by force majeure.
· Out of warranty term.

FCC Statement:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference.
(2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
---Reorient or relocate the receiving antenna.
---Increase the separation between the equipment and receiver.
---Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
---Consult the dealer or an experienced radio/TV technician for help.