



# Mobile Printer

FTP-628WSL210 Series

## User's Guide



FUJITSU COMPONENT LIMITED

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# Introduction

Thank you for purchasing the FTP-628WSL210 Series Mobile Printer (hereafter referred to as “this product”).

This User's Guide (hereafter referred to as “this guide”) contains precautions to use it safely and correctly.

Before using this product, please be sure to read complete this guide to use it correctly.

In addition, please keep this guide handy for future reference.

If you have any suggestions or comments on this guide, please do not hesitate to let us know.

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# Precautions

## ■ Change of contents

The contents of this guide and this product are subject to change without notice for the improvement.

## ■ Use to high safety application

This product was designed and manufactured assuming general purpose use, such as standard industrial, general, personal and home use. This product was not designed and manufactured for a “high safety application”, that is, an application which demands extremely high safety and which may have a serious influence on society and expose individuals to serious danger if high safety is not assured (nuclear reaction control in a nuclear facility, aircraft automatic flight control, air traffic control, transport control in a mass transport system, medical equipment for life support, missile launch control of a weapons system), or an application which requires extremely high reliability (submarine relay, space satellite), Therefore do not use this product for a high safety application. If you are not certain whether this device is in a high safety application category, contact Fujitsu Component Ltd. sales personnel prior to use.

We shall take no responsibility for any damage caused by the use of this product in a high safety application.

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## ■ Regulatory Compliance

### For Customers in USA (FCC)

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, and
- 2) This device must accept any interference received, including interference that may cause undesired operation.

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 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.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

## For Customers in CANADA (Industry Canada)

This equipment complies with Industry Canada RSS210 rules.

Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

## For Customers in EU (CE Marking)

This product is in conformance with the requirements of European Council Directive:

R&TTE Directive 1995/5/EC

Applied standards:

EN 60950-1

EN 300 328

EN 301 489-1

EN 301 489-17

### ■ **Export**

This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to the country law is prohibited.

### ■ **Warranty**

We shall take no responsibility for any failure caused with wrong operation or wrong environment.







Moreover, we cannot take responsibility of the loss, of the passive damages or of the claim of the third party, even if it is caused by using or breakdown of this product.

In addition, the range of the guarantee of the failure of this product will never exceed the amount of money paid as a price of this product in any case.










# Safety Precautions

## ■ Meaning of Symbols

The following symbols are used in this guide. Please understand well the meaning of each symbol and read this guide.

 <b>Warning</b>	Indicates possibility of causing severe personal injury or death if not used properly.
 <b>Caution</b>	Indicates that a minor or some personal injury may occur or that the product itself or other user's property may be damaged.
	Indicates danger, warning and caution. A concrete content is described on the side of this symbol.
	Indicates an action that must not be performed. A concrete content is described on the side of this symbol.
	Indicates an action that must be performed. A concrete content is described on the side of this symbol.
 <b>Important</b>	Indicates important points by using this product.

## ■ Generic Precautions

 <b>Warning</b>	
 <b>Fire</b>	<p><b>- Do not burn or heat.</b> Failure to observe this may cause smoke or fire or breakdown.</p>
 <b>Fire</b>	<p><b>- Do not pour water.</b> This equipment is not waterproof. Failure to observe this may cause fire or burst or breakdown.</p>
 <b>Fire</b>	<p><b>- Do not use or store the equipment in a hot environment.</b> Failure to observe this may cause smoke or fire or breakdown.</p>
 <b>Fire</b>	<p><b>- Do not throw or drop.</b> Failure to observe this may cause fire or burst or breakdown.</p>
 <b>Fire</b>	<p><b>- Do not use with wet hand. Do not drip or drop liquid such as drinking waters, clips or other foreign matter.</b> Failure to observe this may cause fire or electric shock.</p>
 <b>Break-down</b>	<p><b>- In the event of the occurrence of heat or unusual smells or smoke or excessive noise during use, please stop using it immediately. Unplug the power cable, remove the battery and please contact your sales representative or maintenance engineer.</b></p>
 <b>Break-down</b>	<p><b>- Do not use in locations of corrosive gas or salt wind.</b> Failure to observe this may cause failure.</p>
 <b>Modify</b>	<p><b>- Do not modify or disassemble.</b> Failure to observe this may cause fire or burst or breakdown.</p>



 **Caution**



**Fire**

- **Do not use direct sun or dusty place that contains the oil and iron.**

Failure to observe this may cause heat, fire, or failure.



**Fire**

- **If charging is not completed beyond the predetermined charging time, unplug the charger, please stop the charge.**

The battery may leak by overcharging.



**Fire**

- **Do not apply force to the cable.**

Failure to observe this may cause fire or electric shock.



**Injury**

- **Do not use while driving a vehicle or walking.**

Failure to observe this may cause traffic accidents and injuries caused by falls.



**Break-down**

- **Install the printer as far as possible from equipment having large radiation noise, such as a high voltage device and a large motor.**

Failure to observe this may cause malfunction or breakdown.



**Break-down**

- **Separate the power line from other devices which generate noise. (Large motor etc.)**

Failure to observe this may cause malfunction or breakdown.



**Failure**

- **Before using this product, be sure to read complete user's guide to use it correctly.**

It may cause the failure by wrong use.

## ■ Printer

### Warning



Fire

- **Do not put metal objects or flammable objects into the gaps of the case.**

Failure to observe this may cause fire, or electric shock.



Accident

- **Do not use the printer in a location that is prohibited the generation of radio waves.**

Might be in an accident by the malfunction of the instrument.



Burn

- **Surely turn off the printer power and check that the printer head is sufficiently cooled down before cleaning.**

Failure to observe this may cause burn injury.



Burn

- **During or immediately after operation, do not touch the print head and the support plate and the motor. Heat is not immediately discharged after the stop.**

Failure to observe this may cause burn injury.

### Caution



Injury

- **Be careful not to get a hand or hair caught in moving part.**

Failure to observe this may cause burn injury.



Injury

- **Never insert fingers or metal into the paper insertion and eject slots of the paper cutter.**

Failure to observe this may cause equipment failure or injury.



Stop

- **When printing continuously at a rate high printing, head temperature warning may occur and printing may stop.**

## ■ Battery

### Warning



Fire

- **Do not use other than the specified battery.**  
Failure to observe this may cause fire, or electric shock.



Fire

- **Do not charge the battery in the charger other than the specified.**  
Failure to observe this may cause fire, destruction.



Fire

- **Do not short-circuit the electrode of the battery.**  
Failure to observe this may cause heat, fire, destruction.



Fire

- **Do not solder the terminal of battery.**  
Failure to observe this may cause heat, fire, destruction.



Fire

- **Do not make impact or pressure.**  
Failure to observe this may cause heat, fire, destruction.



Break-down

- **Do not use the battery for another device or purpose.**  
Failure to observe this may cause destruction.



Modify

- **Do not disassemble the battery.**  
Failure to observe this may cause heat, fire, destruction.

### Caution



Break-down

- **Turn off the power of printer before the battery removed.**  
Failure to observe this may cause destruction.



Break-down

- **If you do not want to use for a long time, remove the battery from the body to store printer.**  
Failure to observe this may cause deterioration of the battery and over-discharge state.

## ■ AC Adaptor

### Warning



Fire

- **Do not connect other than the specified voltage or/and frequency.**

Failure to observe this may cause fire or electric shock due to cable disconnection.



Fire

- **Do not use other than the specified AC adaptor.**

Failure to observe this may cause heat, fire, or destruction.



Break-down

- **Do not use the AC adaptor for another device or purpose.**

Failure to observe this may cause damaging printer or/and battery.

### Caution



Fire

- **Please connect or remove the AC adaptor after the power is turned off.**

Failure to observe this may cause breakdown.









Break-down

- **If you do not want to be used for a long time, please keep the power cable is unplugged.**

Failure to observe this may cause electric shock or fire due to dust and moisture.

## ■ Warning Label of Product

This product is stuck label on the following alarm displays.  
This label must not peel off or erase the displays.  
Moreover, please contact the distributor when becoming difficult to see the display due to dirt etc.

Warning display	Contents
HEAD ヘッド  	Since the print head and its support plate get a high temperature during printing, do not touch them directly.
GEAR, HOOK ギア・フック  	Pay attention to fingers and hairs not to be caught in the moving part such as a gear or hook because it may cause an injury.
CAUTION 注意  	Please do not touch the cutter blade when you exchange the roll paper because it may cause an injury by the contact of the blade.

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# 1 Kinds of Product

There are the following kinds of the product.

Please note that the printer may not support the function by the printer model, even if there is a description in this guide.

## MODEL NAME

FTP-628WSL210#20-R

a : Supply item  
(Refer to Table 1-1)

b : Interface  
(Refer to Table 1-2)

Table 1-1. Supply items

a \ Contents	Printer	Battery	AC Adaptor	AC Cable	Belt Fixture
20	○	○	○	×	×

Table 1-2. Interface

b \ Contents	Bluetooth	Bluetooth (iOS supported)	USB
10	○	○	○
11	○	×	○
12	×	×	○

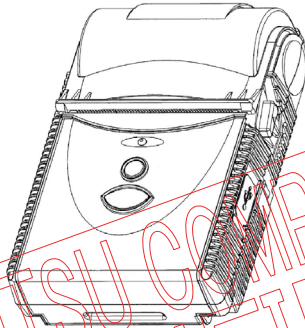
## 2 Preparation to print

### 2.1 Packing item

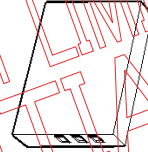
The following are attached to this product.

Please open the box and confirm to item in the box.

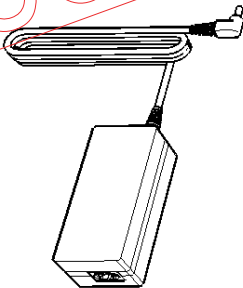
If it is insufficient, please ask the distributor.



Printer



Battery



AC adaptor

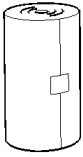


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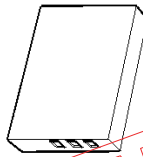


## 2.2 Option Items

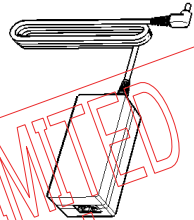
To use this product better, the following and optional parts are prepared. Please confirm how to buy to the Acquisition origin of this product.



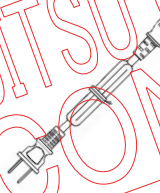
Paper



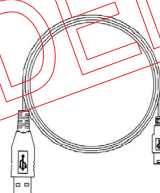
Battery



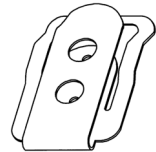
AC adaptor



AC cable  
(PSE or UL/CSA)



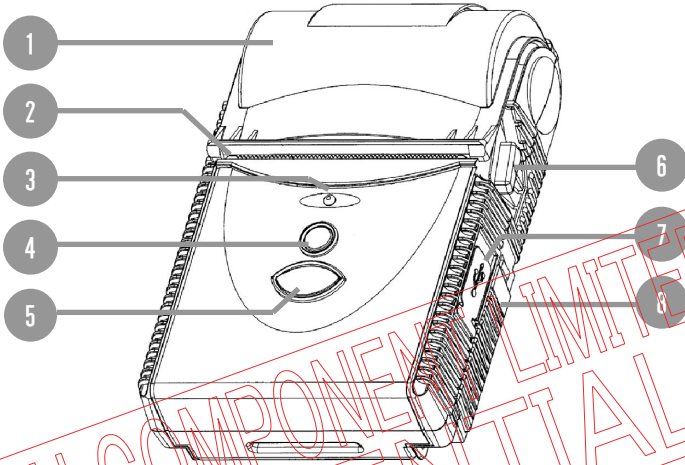
USB cable



Belt Fixture

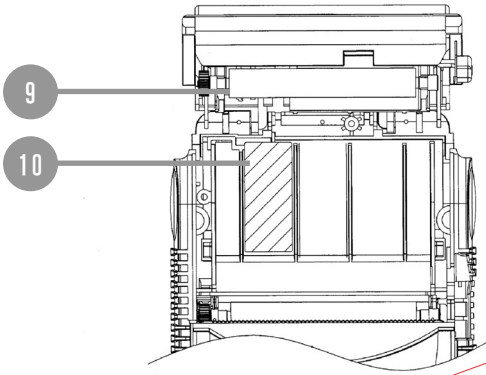
## 2.3 Part Names

### ■ Front Side (Cover Close)



- 1 **Paper Cover** : This is opened and paper is set.
- 2 **Paper Cutter** : To cut paper.
- 3 **Status LED** : The state of printer is displayed.
- 4 **POWER Switch** : To turn the power supply on or off.
- 5 **FEED Switch** : To feed paper.
- 6 **Cover Open Lever** : To open the cover.
- 7 **USB Connector** : This is opened and it connects PC etc.
- 8 **Battery Cover** : This is opened and the battery is set.

## ■ Front Side (Cover Open)



9 **Platen Roller** : To feed paper.

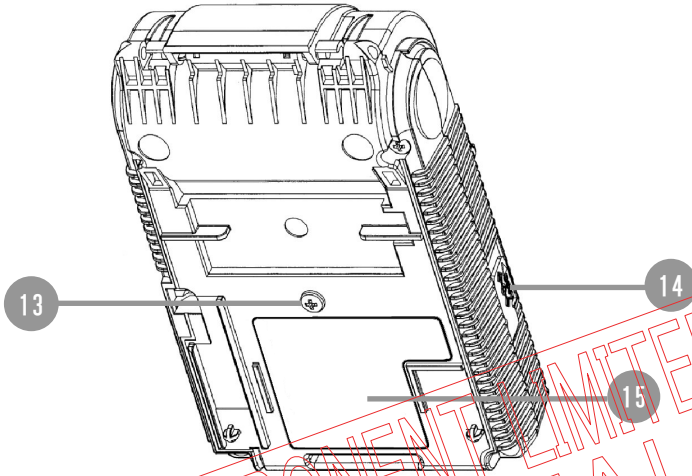
10 **Warning Label** : This shows warning when using printer.



11 **Thermal Head** : This applies heat to paper.

12 **Paper Sensor** : This sensor detects the state of paper.

## ■ Rear Side



**13 Screw for Belt Fixture** : This fixes Belt Fixture.

**14 AC Adaptor Connector** : This is opened and AC adaptor is connected.

**15 Product Label** : Printer Type and etc are displayed.

## 2.4 Inserting the Battery

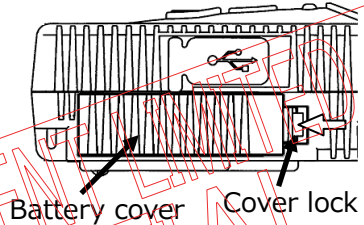


### Caution

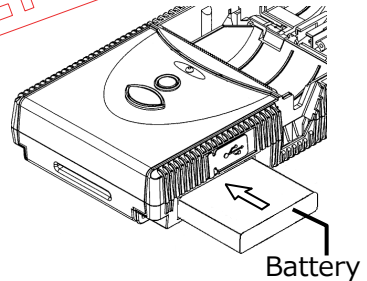
Life of the battery charging is about 500 times. (At the normal temperature)

If the degradation battery is used, not only the equipment malfunctions but also destruction might be caused.

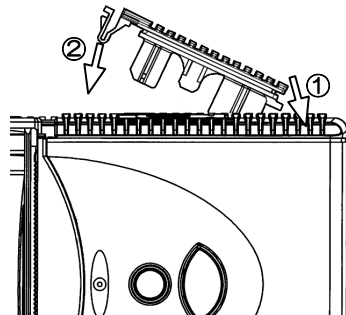
1. Please open the battery cover by pushing the lock of the battery cover and pulling the cover forward.



2. Please turn the label surface of the battery below and insert the surface of the electrode.



3. Please hook the lock of the battery cover to the battery insertion entrance and close the cover.



## 2.5 Connecting AC Adaptor(Charging)

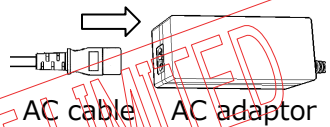
The battery is charged by the charger capability with built-in this printer.



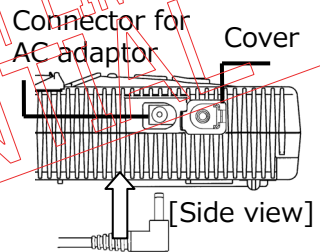
### Caution

Please stop charging at once if an abnormal charge is generated.

1. Please connect the AC cable with the AC adaptor, and connect the AC plug with the outlet.

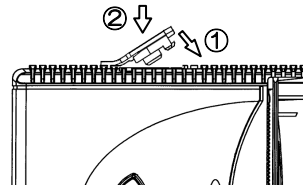


2. Please open the connector cover for the AC adaptor, and connect the DC output terminal of the AC adaptor with the connector for the AC adaptor.



3. When the charge starts, the LED becomes lighting red, and when the battery becomes a full charge, the LED is turned off. Please refer to chapter 4.3 for the LED display of charging status.

4. Please close the battery cover by hanging the hook of cover, and pushing the center of cover.



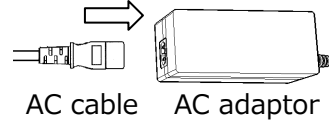
### Important

When the printer power supply is turned on, it is not able to charge.

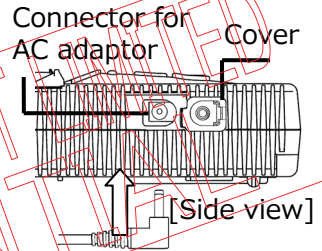
## 2.6 Connecting AC Adaptor(Operating)

This product can be operated also with the AC adaptor.

1. Please connect the AC cable with the AC adaptor, and connect the AC plug with the outlet.



2. Please open the connector cover for the AC adaptor, and connect the DC output terminal of the AC adaptor with the connector for the AC adaptor.



3. Please turn on the power supply of the printer. Please refer to chapter 3.1 for how to turn on the power supply.

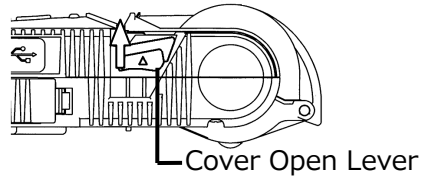


### Important

- The battery must be putted in the printer though it operates with only the AC adaptor.
- When the power supply is turning off, it is possible to charge it. When the power supply is turning on, it is not possible to charge it.

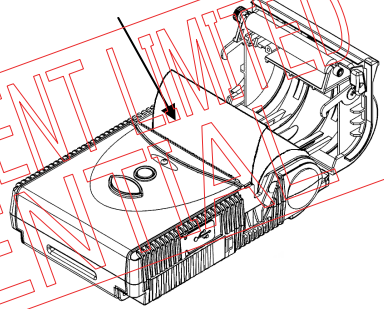
## 2.7 Setting Paper

1. Please open the paper cover by pushing the cover open lever in the direction of the arrow and going up.

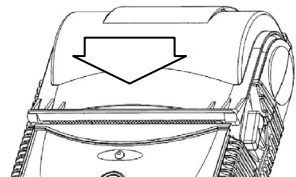
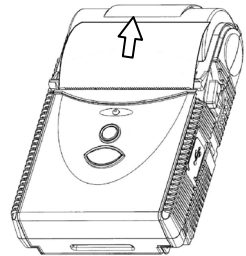


2. Please set the paper in the printer.

Thermal Paper  
(Thermosensitive Side)



3. Please put out the edge of the paper and close the paper cover. Please push the center of the paper cover firmly when closing.

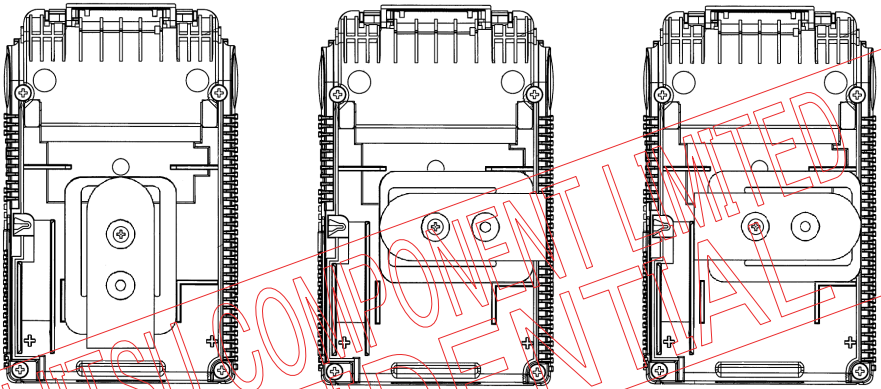




## 2.8 Setting Belt Fixture

The printer can be attached to the waist belt with belt fixture of optional parts.

The belt fixture is recommended to be attached with the following directions.



### How to attach it

1. Please remove the screw for the belt fixture on the printer bottom surface.
2. Please tighten the screw for the belt fixture after disposing it in the direction of the favorite.



### Important

- If the belt fixture runs aground in the stopper, it cannot install to it correctly.
- There are two tapped holes in the belt fixture. The hole used is different depending on the direction of the installation.

## 3 Operating Procedures

### 3.1 Turning On

1. Please keep pushing the POWER Switch until lighting to green the State LED.
2. It is possible to turn off power by keeping pushing the POWER Switch until the State LED is turned off.

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## 3.2 Test Print

This product has the test print function.

The setting of the printer can be confirmed in this test print.

1. Please turn off the power and push the FEED switch.
2. Please turn on power with the FEED switch pushed.  
Then, the test print starts.
3. When the test print ends, the printer automatically turns off the power supply.
4. Please turn off power when you want to stop the test print.
5. Please refer to the next page for the content of the test print. (The content of the test print is different depending on the model)



### Important

It does not execute the test print in the state of the printer error like the paper end or the paper cover open, etc.

Please execute it after releasing the state of the error.

628AD Ver 1.00

Serial No : 22000001  
 Printer ID : 01  
 PrinterSUM : 00000001  
 Power OFF : 30 min  
 Power Down : 1.0 sec

HD VOLT: 5.0 V HD TEMP: 25 ° C

INTERFACE : Bluetooth/USB  
 HAND SHAKE : Non process

BT FIRM: 0000D1000000000437  
 BD ADDR: 00 11 22 33 44 55  
 BT NAME: 628WSL210\_000001  
 BT LINK: 0 sec

! "#\$%&'()\*+,-./0123456789:;<=>?  
 @ABCDEFGHIJKL MNOPQRSTUVWXYZ[^\\_`  
 abcdefghijklmnopqrstuvwxyz{|}~

! "#\$%&'()\*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNO  
 PQRSTUVWXYZ[^\\_`abcdefghijklmnopqrstuvwxyz{|}~

丑啞娃阿哀愛挨始逢葵茜穉惡握濕旭  
 葦芦鏻梓庄幹扱宛姐虻鉛絢綾點或粟  
 裕安庵按暗案闇鞍杏以伊位依偉困夷  
 委威尉惟意慰易椅為畏異移維緯胃葵  
 衣謂違遺医井亥域育郁機一舌溢逸福  
 茨芋鱗允印咽員因姻引飲淫胤蔭院陰  
 隱頤吋右宇羽迂兩卯鶻窺丑雅臼渦  
 噓唄鬱蔚蔚鱧姥厥浦瓜閭罇云運雲荏  
 餽觀營嬰影映曳榮永泳洩瑛盈穎穎英衛  
 詠銳液液益駮悅謁越閱穫獸闕團壘奄  
 宴延延掩援沿演炎焔煙燕猿綠艷苑菌  
 遠鉛鴛盪於汚甥凹央奧往忝押旺橫歐  
 毆王翁襖鶯鷗黃岡沖荻億屋憶臆桶牡  
 之俺卸恩溫穩音下化假何伽佳佳加可  
 嘉夏嫁家寡科暇果架歌河火珂禍禾稼

- Checked pattern  
The thermal head open circuit etc. can be confirmed.
- Version  
The firmware version can be confirmed.
- Setting information etc  
The setting information etc can be confirmed. This print example is the following content.
  - Printer serial number
  - Printer ID
  - Firmware sam value
  - Auto power off transition duration
  - Auto power down transition duration
- Voltage and Temperature  
The power voltage and the temperature of thermal head can be confirmed.
- Interface  
Available interface and protocol can be confirmed.
- Bluetooth information  
The Bluetooth information can be confirmed.
- Installing font  
Installing font can be confirmed.

## 3.3 USB Communication

It explains the example of the connection method in the USB communication to print it from the terminal like a personal computer as follows.

1. Please prepare the USB cable. The plug on the printer side (device side) is mini B type.
2. Please open the USB connector cover and connect the plug of cable to the USB connector.
3. Please connect the plug of host side to the host terminal connector.
4. Please start the application in the host terminal (The communication port is opened).  
Then, the display of the Status LED becomes the state of the USB connecting.



### Important

When other interfaces connect it, it is not possible to connect it.

## 3.4 Bluetooth Communication

It explains the example of the connection method in the Bluetooth communication to print it from the terminal like a personal computer as follows.

1. Please turn on the power of printer.
2. Please search the Bluetooth device by the application in the host terminal.
3. The device name of the connected printer is displayed. Then, please select the device and connect it.
4. Please input "9999" when the PIN code is demanded. (At the setting of the state of the factory shipment)
5. The display of the Status LED becomes the state of the Bluetooth connecting.



### Important

- There is a product that does not supporting to this communication. Please refer to the C.1 for the supporting product.
- Please refer to chapter 9.2 for the connection with a general tablet PC.
- When other interfaces connect it, it is not possible to connect it.

## 3.5 Printer Error

The error occurs when the printer cannot print/work normally. The category of error is notified by the LED and the communication when the error is occurring.

Please return to normally status by removing the cause when the error is occurring.

The following example explains the cause and way to release of each error.

Error	Cause	Solution
Paper End	<ul style="list-style-type: none"> <li>- There is no paper in the paper cover.</li> <li>- It is not correctly set though there is a paper</li> <li>- Garbage has collected on the paper sensor.</li> </ul>	<ul style="list-style-type: none"> <li>- Please correctly set paper referring to chapter 2.7.</li> <li>- Please clean the paper sensor referring to chapter 5.3.</li> </ul>
Paper Cover Open	<ul style="list-style-type: none"> <li>- The paper cover is open.</li> </ul>	<ul style="list-style-type: none"> <li>- Please correctly close the paper cover referring to chapter 2.7.</li> </ul>
Thermal Head Temperature Error	<ul style="list-style-type: none"> <li>- The thermal head is high temperature.</li> </ul>	<ul style="list-style-type: none"> <li>- Please do not print it for a while. The temperature of the thermal head falls and it returns from the error.</li> </ul>



### Important

- It is not abnormal operation that the temperature goes up because this printer is printing it by heating the temperature of the thermal head.
- The Thermal Head Temperature Error is generated easily by the high ambient temperature.

Error	Cause	Solution
Supply Voltage Error	<ul style="list-style-type: none"> <li>- The residual quantity of the battery has decreased.</li> <li>- The AC adaptor is out of order. (At the AC adaptor operation)</li> </ul>	<ul style="list-style-type: none"> <li>- Please charge the battery.</li> <li>- Please exchange the AC adaptor.</li> </ul>
Mark Undetection	<ul style="list-style-type: none"> <li>- The mark of paper is not correctly printed.</li> <li>- Garbage has collected in the paper sensor.</li> </ul>	<ul style="list-style-type: none"> <li>- Please use the paper on which the mark is correctly printed.</li> <li>- Please clean the paper sensor referring to chapter 5.3.</li> </ul>
Hardware Error MCU Operation Error RAM Error Bluetooth Error	<ul style="list-style-type: none"> <li>- The printer is out of order.</li> </ul>	<ul style="list-style-type: none"> <li>- Please send this printer to the repair.</li> </ul>
Charge Error	<ul style="list-style-type: none"> <li>• The battery is out of order.</li> <li>• The AC adaptor used for the charge is out of order.</li> <li>• The control board of the printer is out of order.</li> </ul>	<ul style="list-style-type: none"> <li>- Please exchange the battery.</li> <li>- Please exchange the AC adaptor.</li> <li>- Please send this printer to the repair.</li> </ul>



**Important**

When Supply Voltage Error or Low Battery is generated at once after full charging, this battery may be deteriorating. Please stop the use of this battery, and exchange it for a new battery.



# 4 Indicator Lights

The state of the printer error and the battery residual quantity is confirmed by the LED display.



## Important

It may be difficult to see the LED display in a bright place under direct sunshine etc.

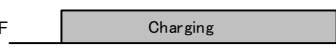


## 4.1 Normal Operation

Printer Status	LED Indications (LED Symbol: ○:Lighting, ●:Blinking)			Blink Cycle (Unit: msec)
	Green	Orange	Red	
Standby	●			ON: 125, OFF: 1000, 125
USB Connecting	●			ON: 125, OFF: 250, 125, 1000, 125
Bluetooth Connecting	●			ON: 125, OFF: 250, 125, 250, 125, 1000, 125
Power Off	○			ON: 1000, OFF: Power off
Low Battery	●		●	ON: 500, OFF: Green, Red, Green, Red

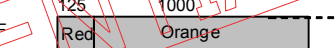
## 4.2 Printer Error

Printer Status	LED Indications (LED Symbol ○:Lighting, ●:Blinking)			Blink Cycle (Unit [msec])
	Green	Orange	Red	
Paper End		● 1time		ON 125 OFF 1000
Paper Cover Open		● 2times		ON 125 125 OFF 250 1000
Thermal Head Temperature Error		● 3times		ON 125 125 125 OFF 250 250 1000
Supply Voltage Error		● 4times		ON 125 125 Blink 125 OFF 250 4 times 1000
Hardware Error		● 5times		ON 125 125 Blink 125 OFF 250 5 times 1000
Mark Undetection		● 6times		ON 125 125 Blink 125 OFF 250 6 times 1000
MCU Operation Error / RAM Error		● 7times		ON 125 125 Blink 125 OFF 250 7 times 1000
Bluetooth Error		● 8times		ON 125 125 Blink 125 OFF 250 8 times 1000

## 4.3 Charging

Printer Status	LED Indications (LED Symbol ○:Lighting, ●:Blinking)			Blink Cycle (Unit [msec])
	Green	Orange	Red	
Charging			○	ON OFF 
Full Charge				ON OFF 
Charge Error (Over charge, Over discharge, Over time)			●	ON OFF 

## 4.4 Maintenance Mode

Printer Status	LED Indications (LED Symbol ○:Lighting, ●:Blinking)			Blink Cycle (Unit [msec])
	Green	Orange	Red	
Printer Firmware Downloading		●	●	ON 125 OFF 1000 

# 5 Maintenance

Please maintain this printer regularly.

## Caution

- Do not do the maintenance task for the printer with including the battery or connecting the AC adaptor.
- Do not absolutely maintain, disassemble and repair the part not explaining in this chapter.

## 5.1 Thermal Head

Please maintain the thermal head once a month.

1. Please open the paper cover. (Refer to chapter 2.7)
2. Alcohol is soaked into the soft one such as cotton buds, and it wipes it gently until the thermal head is cleaned. Please use IPA on the market for alcohol. (Isopropyl alcohol)
3. Please wipe off with a cloth that dries and is soft, and please close the paper cover after it waits until naturally drying.

## 5.2 Platen Roller

Please maintain the platen roller once a month.

1. Please open the paper cover. (Refer to chapter 2.7)
2. Alcohol is soaked into the soft one such as cotton buds, and it wipes it gently until the thermal head is cleaned. Please use IPA on the market for alcohol. (Isopropyl alcohol)
3. Please wipe off with a cloth that dries and is soft, and please close the paper cover after it waits until naturally drying.

## 5.3 Paper Sensor

Please maintain the paper sensor once a month.

1. Please open the paper cover. (Refer to chapter 2.7)
2. Please remove the dust garbage with a soft nylon brush etc.



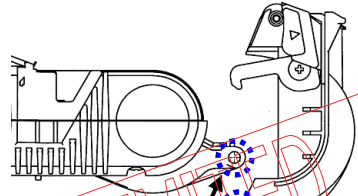
### Important

The paper sensor is an optical sensor. This lens might scar by strongly rubbed. As a result the printer might become to not detect the paper correctly.

## 5.4 Paper Cover

If the paper cover came off, please repair according to the following procedures.

1. Please push the opening and closing fulcrum of the paper cover to the printer with the paper cover opened, and it connects the printer.



Opening and closing fulcrum of paper cover

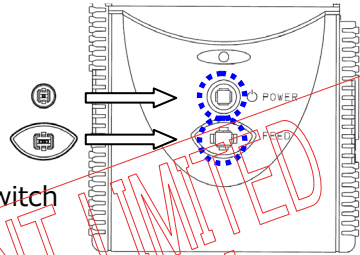
2. Please confirm the correct connection by opening and closing the paper cover 2-3 times.

## 5.5 POWER/FEED Switch

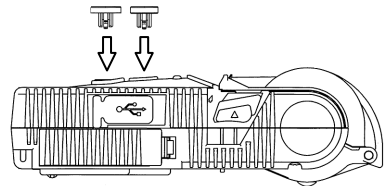
If the Power switch or the FEED switch came off, please repair according to the following procedures.

1. Please push and fix the switch to be suitable for a quadrangle on the switch side and for hole of the case side.

Please fix the FEED switch to be suitable of the oval.



[Front view]



[Side view]

2. Please confirm that the repaired switch works correctly.

# 6 Troubleshooting

## ■ Power

Problem	Cause	Solution
Printer does not turn on	Is there a battery? or Isn't it reversed?	Please set the battery correctly. (C. 2.4)
	Is the battery charged enough?	Please charge the battery. (C. 2.5)
	Is the POWER Switch correctly pushed?	Please push the POWER Switch correctly. (C. 3.1)
	Is the battery old?	Please exchange it to new battery.
Battery does not be charged or Charge error occurs	Is there a battery? or Isn't it reversed?	Please set the battery correctly. (C. 2.4)
	Is the battery old?	Please exchange it to new battery.
	Is the AC adaptor correctly connected?	Please connect the AC adaptor correctly. (C. 2.5)
	Have the battery already been a full charge?	The charge is unnecessary.
	Is not the power turned on? It is not possible to charge, when the power is turned on.	Please turn off the power. (C. 3.1)
	Is not the printer used at an incorrect ambient temperature?	Please charge it at a correct ambient temperature. (C. 7.1)
Power supply cuts suddenly	Is not auto power off set? (C. 3.2)	Auto power off can be set by the command.
	Isn't the remainder of the battery a little?	Please charge the battery. (C. 2.5)
	Does not the error occur? (C. 4)	Please treat it according to each error. (C. 3.5)
Battery discharge early	Is the battery old?	Please exchange it to new battery.



## ■ Communication

Problem	Cause	Solution
Printer does not communicate	Is not the power turned off?	Please turn on the power. (C. 3.1)
	Is the application or the driver for this product used?	Please use the application or the driver for this product.
Printer does not communicate (with USB)	Is USB cable correctly connected?	Please connect the cable correctly. (C. 3.3)
	Does not USB cable have the breakdown of the open circuit etc?	Please use the cable without the breakdown.
	Is not Bluetooth connected?	Please communicate USB after cutting Bluetooth.
	Is USB COM driver correctly installed?	Please install the COM driver correctly.
Printer does not communicate (with Bluetooth)	Is the link correctly connected?	Please connect the link correctly. (C. 3.4)
	Is not USB connected?	Please connect Bluetooth linking after cutting USB.
	Does the transmitter correspond to the SPP profile?	Please use the transmitter corresponding to the SPP profile.
	Isn't there equipment that causes the radio interference to be near?	Please stop the device that causes the radio interference or keep away the transmitter and the printer from the device.
	Isn't there shield that interfere the radio between the transmitter and the printer?	Please use it in the place without the shield.

## ■ Print

Problem	Cause	Solution
Printer does not paper feed or Paper jam occurs	Is not the power turned off?	Please turn on the power. (C. 3.1)
	Is the paper correctly set?	Please set the paper correctly. (C. 2.7)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 2.7)
	Does not the printer error occur? (C. 4)	Please recover the printer error. (C. 3.5)
	Isn't the platen roller dirty?	Please clean the platen roller. (C. 5.2)
Printer does not print	Is not the power turned off?	Please turn on the power. (C. 3.1)
	Is the paper correctly set?	Please set the paper correctly. (C. 2.7)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 2.7)
	Does not the printer error occur? (C. 4)	Please recover the printer error. (C. 3.5)
	Isn't the platen roller dirty?	Please clean the platen roller. (C. 5.1)
Print is so light or Print is smudging	Is the paper correctly set?	Please set the paper correctly. (C. 3.1)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 2.7)
	Isn't the platen roller dirty?	Please clean the platen roller. (C. 5.1)
	Is a correct paper used?	Please use a correct paper. (C. 7.2)
	Is the battery old?	Please exchange it to new battery.

## ■ Others

Problem	Cause	Solution
Print starting location is incorrect	Does the mark detection operate correctly? (C. 4.2)	Please remove the cause of the mark detection error. (C. 3.5)
Printing is slow	Isn't the remainder of the battery a little?	Please charge the battery. (C. 2.5)
	Is the battery old?	Please exchange it to new battery.
	Is not the print of many blacks printed?	It is not a breakdown though the print slows when there are many blacks.
	Isn't the ambient temperature low?	It is not a breakdown though the print slows when the ambient temperature is low.
Paper cover does not open or close	Does not the paper cover come off?	Please set the paper cover.



### Important

- Please consult a technical support when not solving it by these methods.
- In parentheses (C. \*\*) in the table, it indicates a chapter number of the relevant.

# 7 Specifications

## 7.1 Printer specifications

Items	Contents
Print Method	Thermal Line-dot Printing
Resolution	8dot/mm (203dpi)
Dimensions	84×136.5×43.6mm
Weight	About 220g Including a battery, Excluding a paper
Max Print Width	About 48mm
Print Speed	Max 40mm/sec Battery full charge, Print ratio 12.5%
Character	Alphanumeric, Katakana : 8x16, 16x16, 12x24, 24x24 Kanji : 16x16, 24x24
Barcode	UPC-A, UPC-E, JAN13(EAN13), JAN8(EAN8), CODE39, ITF, CODABAR, CODE128, GS1 DataBar, QR code, MAXI code, PDF417
Interface	USB,Bluetooth (Depends on model)
Conformity Standers	TELEC, VCCI, FCC, IC, CE marking
Operating Temperature	0 to 50 deg C 5 to 40 deg C (Print Quality assurance) 0 to 40 deg C (with AC adaptor)
Operating umidity	30 to 85%RH (no dew condensation)
Storage Temperature	-20 to 60 deg C
Storage Humidity	5 to 90%RH (no dew condensation)

## 7.2 Paper specifications

Items	Contents		
Type	Thermal Roll Paper		
Width	58 <sup>+0</sup> <sub>-1</sub> mm		
Outer Diameter	Up to φ36mm		
Inner Diameter	φ 8mm or more		
Thickness	60 to 80μm		
Specified Paper	Type	Name	Manufacture
	High Sensitive	TF50KS-E4	Nippon Paper Group
	Standard Paper	TF60KS-E	Nippon Paper Group
		PD150R	Oji Paper Group
	Medium Term Storage	TP60KS-F1	Nippon Paper Group
		PD170R	Oji Paper Group
	Long Term Storage	P220VBB-1	Mitsubishi Paper Mills Limited
HA220AA		Mitsubishi Paper Mills Limited	



### Important

Thermal paper will get colored due to chemical reaction. When handling it, pay attention to the following points:

- Do not store it at high-temperature, high-humidity place.
- Do not store for a long time at a place exposed to direct sun-light.
- Do not use solvent type glue for pasting.
- Do not let it get in touch with plastic film containing plasticiser for a long time.
- Do not stick it together with diazotype copying paper.
- Do not wet and scratch.

## 8 Recycle



This symbol means:

Do not dispose of this product together with your household waste!



Please refer to the information of your local community or contact our dealers regarding the proper handling of end-of-life electric and electronic equipments. Recycling of this product will help to conserve natural resources and prevent potential negative consequences for the environment and human health caused by inappropriate waste handling.

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# 9 Appendix

## 9.1 Product Support

If you have the question on the product, please inquire of the distributor or the following.

Moreover, when you request the breakdown and the repair, please tell us the model name and the product serial number in addition to information on the symptom etc.

### Technical Support Section

FUJITSU COMPONENT LIMITED (Japan)

Global Marketing Dept.2

Tel: +81-3-5449-7014 Fax: +81-3-5449-2628

E-mail: [promothq@fcl.fujitsu.com](mailto:promothq@fcl.fujitsu.com)

## 9.2 Bluetooth Communication

### (1) Android Terminal

1. Please turn on the power of printer.
2. Please open "Settings" - " WIRELESS & NETWORKS" from the menu of terminal, and turn on Bluetooth.
3. Please open the "Bluetooth", and tap "FTP-628WSL...".  
(Please tap "SEARCH FOR DEVICES", if it does not appear)
- 4 Please input the PIN code, and tap "OK"  
PIN code is "9999" in the state of the factory shipment.  
(The PIN code input is unnecessary at the connection of second and subsequent)
5. When the connection with the printer succeeds, it is displayed in "FTP-628WS..." in "PAIRED DEVICES".
6. Please connect and print by using the application.



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## (2) iOS Terminal

1. Please turn on the power of printer.
2. Please open "Settings" - "General" - "Bluetooth" from the menu of terminal, and turn on Bluetooth.
3. Please tap "FTP-628WS..." from "Devices".
4. Please input the PIN code, and tap "Pair".  
PIN code is "9999" in the state of the factory shipment.  
(The PIN code input is unnecessary at the connection of second and subsequent)
5. When the connection with the printer succeeds, "Connected" is displayed to "FTP-628WS...".
6. Please connect and print by using the application.

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