USER MANUAL

KX60

CUSTOM®

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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)*

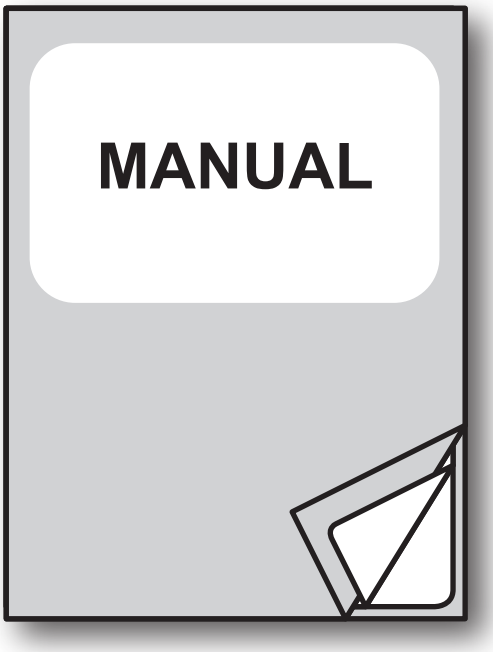
The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.

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 **0577200M000089**

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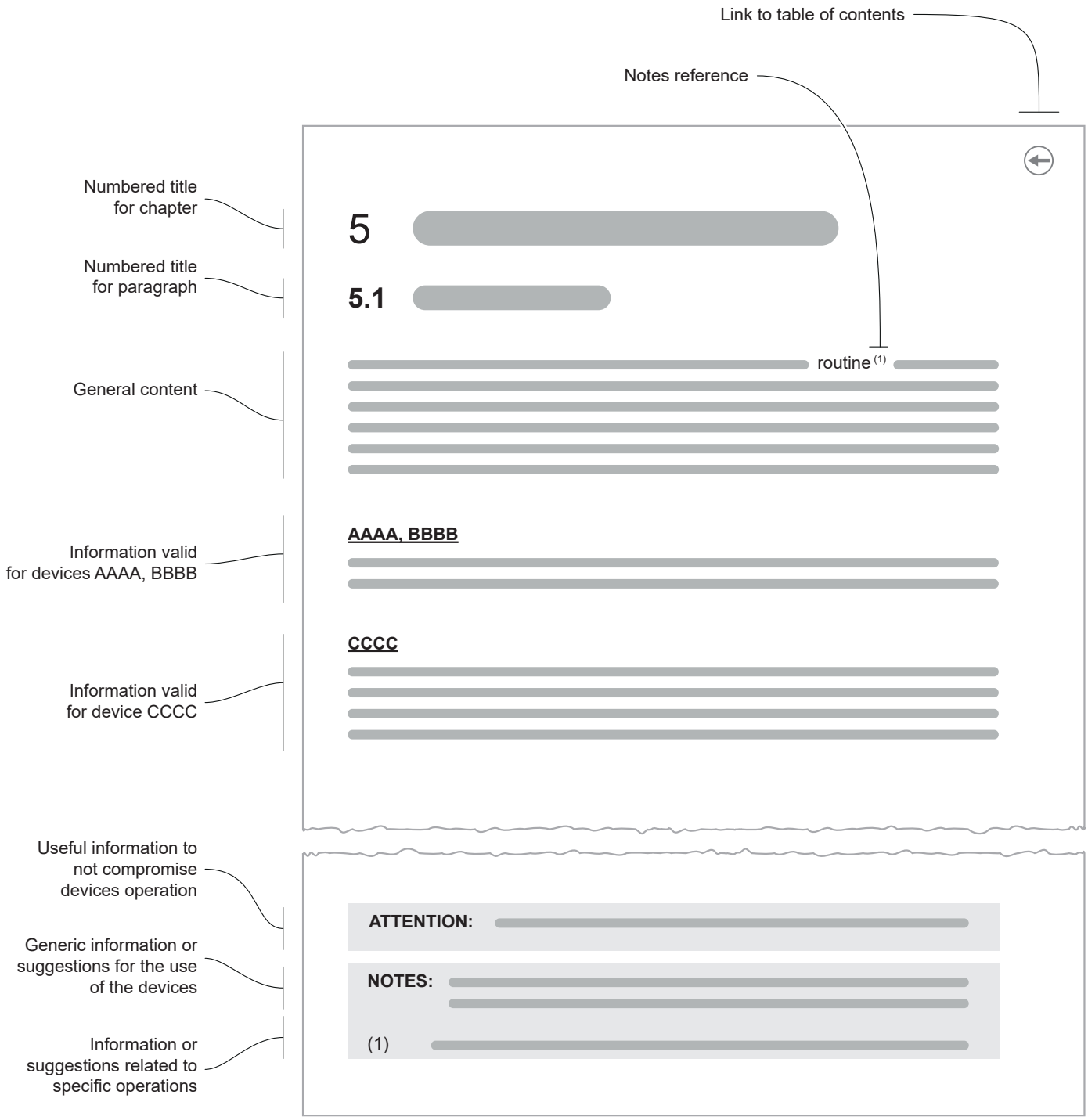
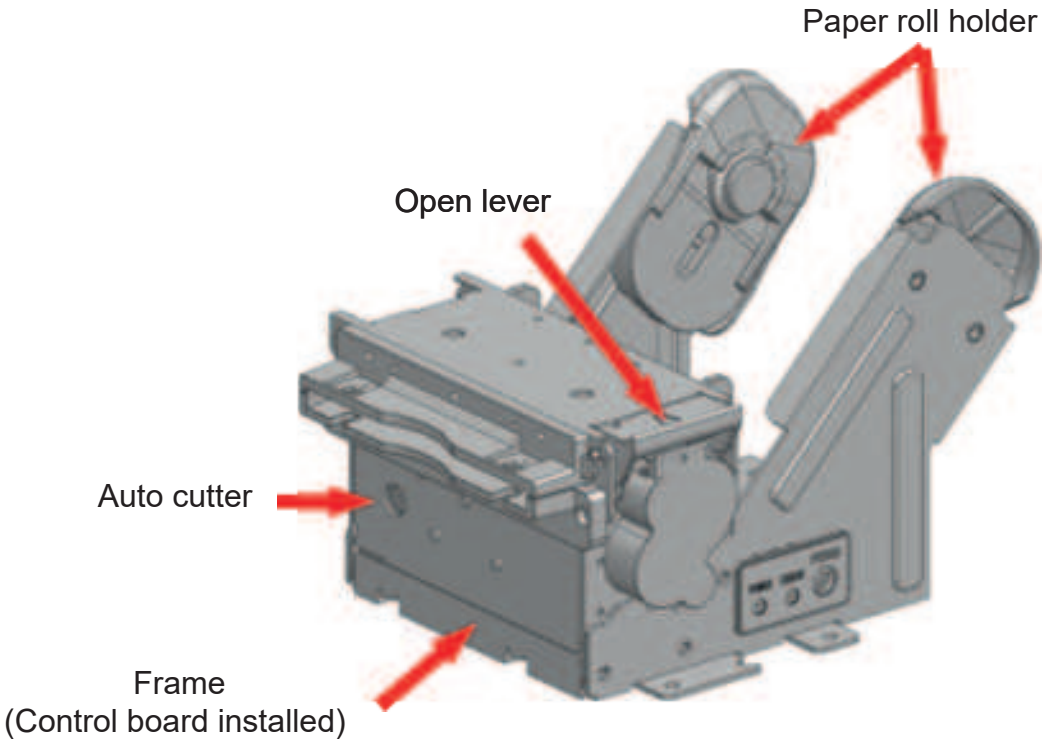
1 INTRODUCTION

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.

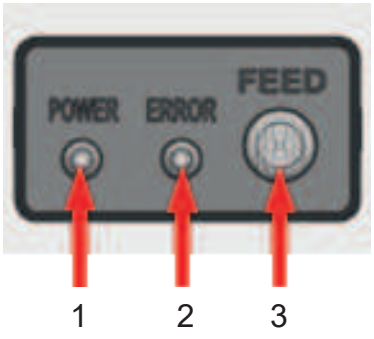


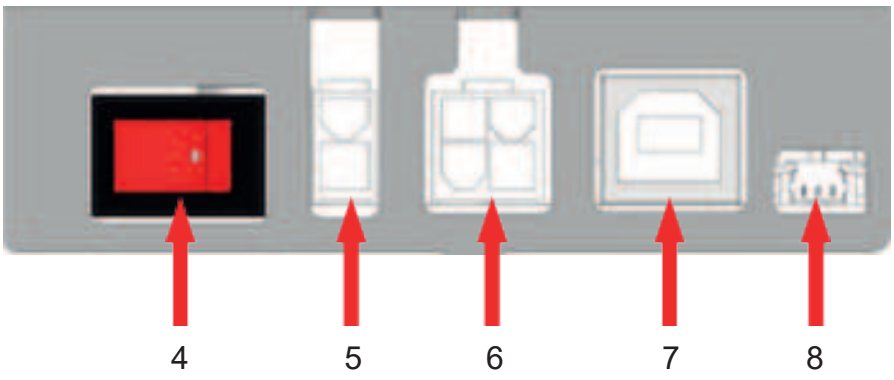
2 NAMES OF PARTS

2.1 Component overview



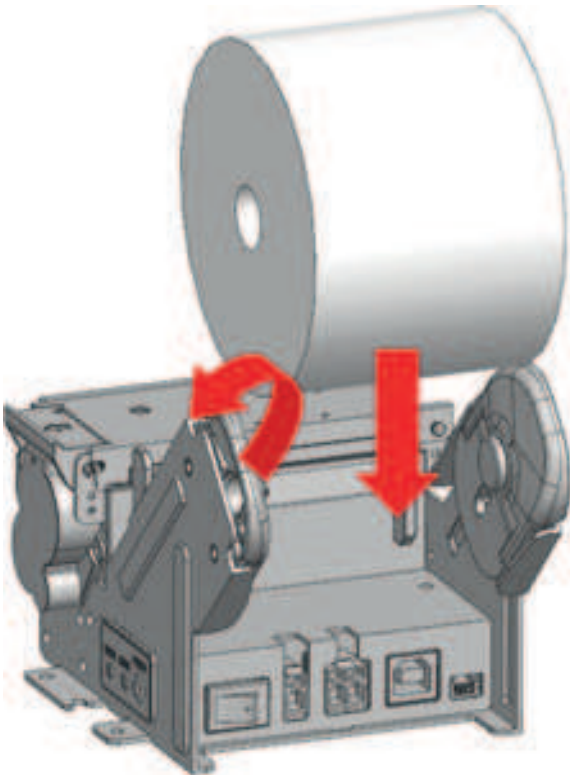
1. Power LED
2. Error LED
3. Feed Button
4. Power Switch
5. DC (24VDC)
6. Comm. Connector (Serial, Female 4 pin)
7. Comm. Connector (USB, Type B)
8. Near End Sensor Connector Comm. Connector (Serial, Female 4 pin)



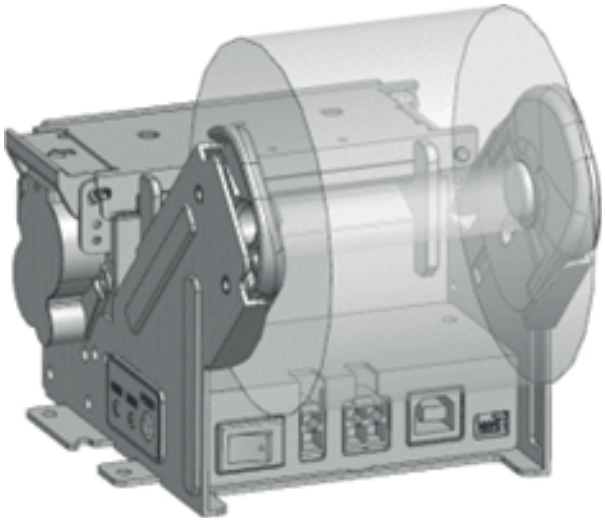


3 OPERATION

3.1 Loading Paper



- Push the left lever and move the paper roll down in the direction of the arrow.

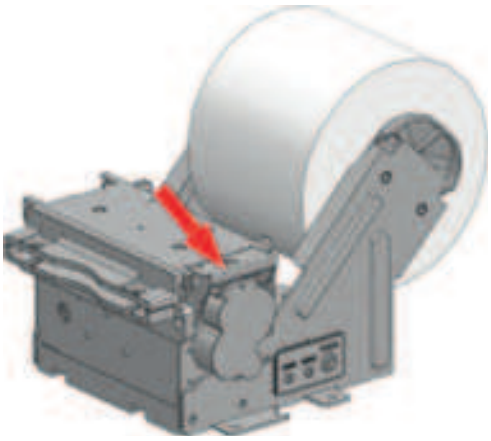


- Release the left lever and the paper roll are loaded.

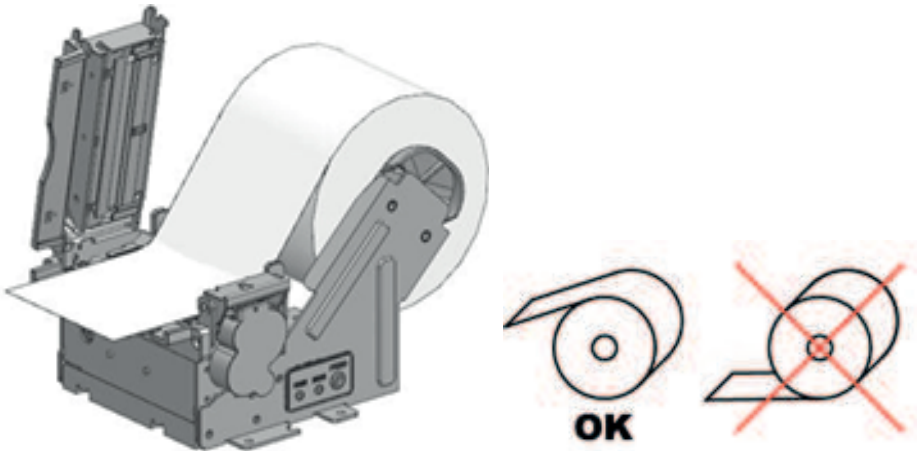
3.2 Paper changing

You can change the paper roll in two ways.

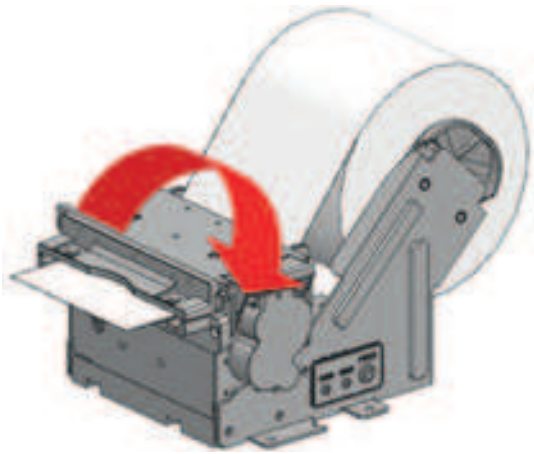
Clamshell method



- Push the open lever to open the cover.



- Insert the paper into the feeding entrance. Take care of the side of the paper roll. Keep putting the paper in until it sticks out the auto cutter.

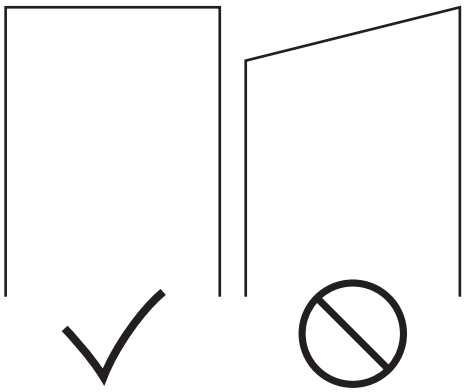


- Close the cover in the direction of the arrow. After changing the paper rolls, you can press the feed button to check whether it works properly.

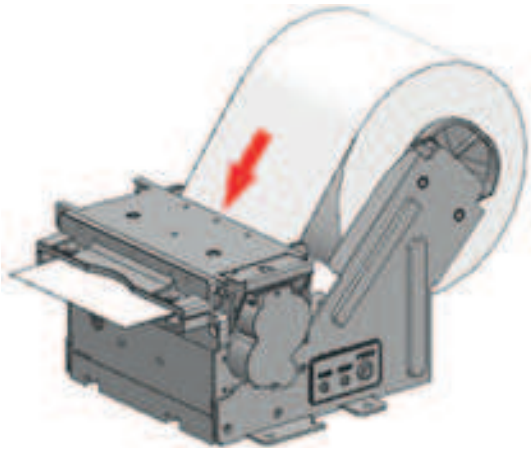
If the paper does feed out well, open the cover and insert the paper again.

Auto loading method

- Turn on the power.



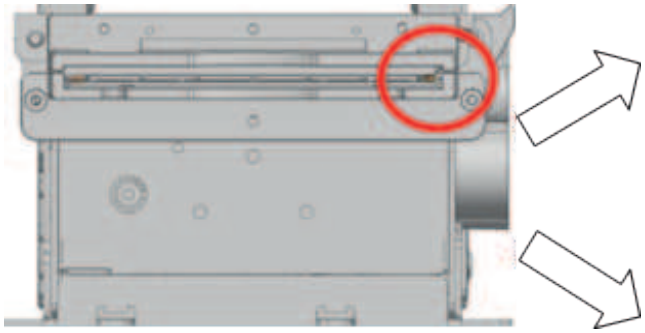
- Cut the end of the paper like the Image.

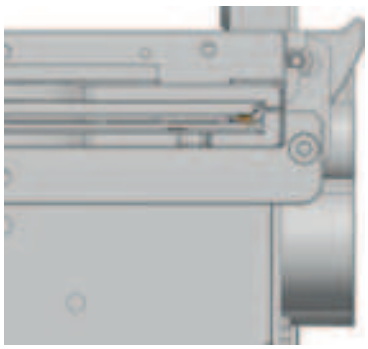


- When the cover is closed, push the paper into the feeding entrance and the printer will start the auto loading. It will cut the paper after feeding it to a certain point.
- Push the paper deeply into the entrance.
- The motor makes some noises, which are normal.

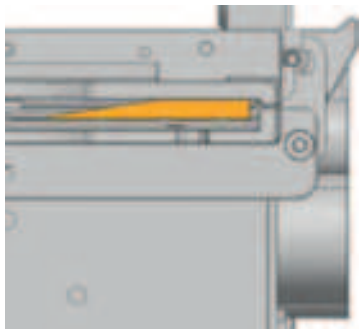
3.3 Jam removal

In case of paper jam, you can remove it following the below steps.





(When cutter's blade is properly secured)

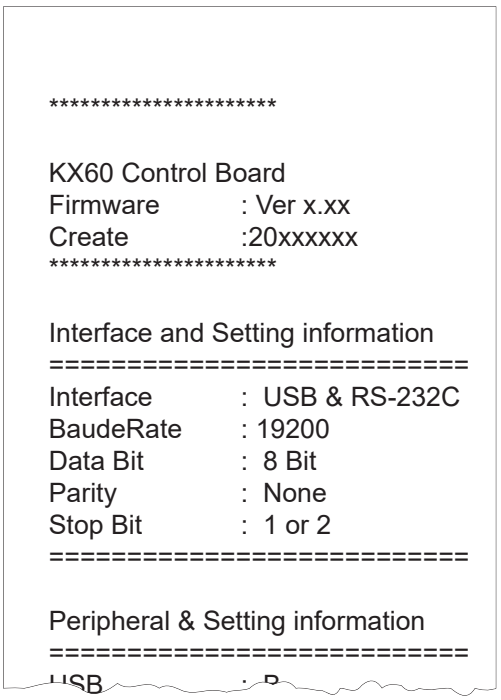


(When cutter's blade is properly blocked)

- Turn off the power and check whether the paper path is blocked by the auto cutter's blade.
- If the cutter's blade is blocked, you can reboot the printer and it returns to the proper place.

3.4 Self-test

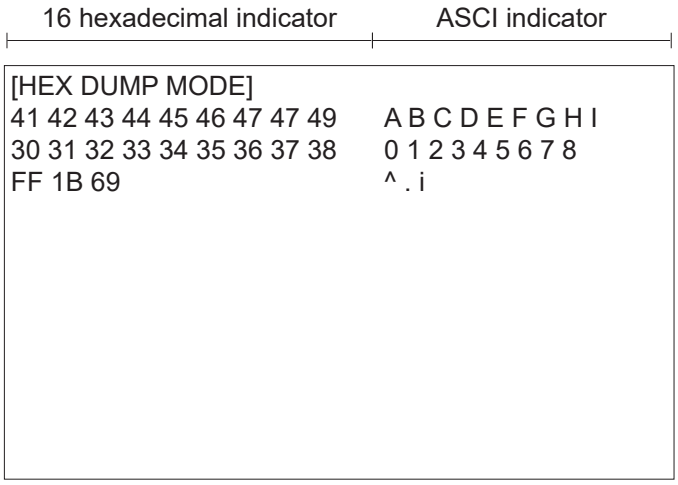
You can print the self test by pressing the feed button twice. Turning on the printer while pressing the feed button allows to enter setting mode.



3.5 HEX dump print

Turn the power off and back on after the confirmation of HEX DUMP in Initial Setting Mode. After printing as [HEX DUMP MODE], it will print all receiving data to 16 hexadecimal data for all receiving data. This would be useful when developing an application because this notifies the transmission status.

- Prints when 12 digits are received.
- Data under 12 digits will print when you press the feed button.
- Control Code (Below 1F16) prints as “.”
- Prints as “^” when 8016 or above.



3.6 Firmware update

Printer program is easily updateable from PC with the Flash Memory equipped.
When updating, it is demanding to be acquainted with the following order before executing.

1. Turn the power off and back on. (Dip SW manipulation is unnecessary).

2. Check the connectivity of Printer and the communication cable. (You can save time updating by using USB cable).

3. Run the update after configuring the model name and communication port through the provided update program. The ERROR LED will turn off and it will turn back on few seconds later, and the update will start when the LED starts flashing rapidly. Do not turn off the printer until the update is complete.

4. Update Complete notification will display when the process is complete. If the ERROR LED flashes slowly during the update, then the process is in error, so you need to terminate the update program, and repeat the process from the direction number 1) after checking the abnormalities on the device.

5. The printer will reset automatically after the update and will return to the ready to use status.

3.7 Communication setting

Set the printer configuration and the communication condition to the host with the Memory switch utility program.

Attention: All information on memory switch will be deleted during the configuration and please reconfigure the list of Code Page and Print Option.

Manual configuration

1. Run the printer in initial configuration mode:

- When you turn the printer's power on while pressing the FEED button for more than 2 seconds, the PE LED and ERROR LED will simultaneously turn on / flash and run the initial configuration mode. (9600 BPS, PARITY NONE, HARDWARE HANDSHAKE).

2. After you run the initial configuration mode, it is printed as follows.

```
[MENU]
        1. Baud Rate
        2. Parity
        3. Flow control
        4. HEX Dump Mode
        5. Print density
        6. Auto Melody
        7. Cut Mode
        8. Auto buzzer
        9. Print speed

Select and then Enter...

Enter:  Press the feed button once
        for more than 1second.
Select: Press the feed button many
        times less than 1second as
        menu number.
Exit:   Turn power off then on.
```

- Press feed button for more than 1 second to 'Enter', press less than 1 second to select item. For example, if you'd like to change the Auto Melody option in the list number 6, press the FEED button less than 1 seconds 6 times, and more than 1 seconds 1 time. When terminating the configuration, just turn off and back on.

3. Continuing from the previous, you can confirm after selecting the category on the printed list.

Example)

```
[BAUD RATE]
    ->  1. 9600
        2. 19200
        3. 38400
        4. 11500

    ->  :Indicate current set status
Select and the Enter...
```

Meaning, '(->)' indicates the current setting. When changing the settings, select from the list and if you want to move to the next menu without making any changes, then just confirm without selecting from the list.

4. Subsequently, you can then learn the results of the change in the printing paper.
   It was changed successfully!

   Indicates that the changes get applied without a problem.
   The value is invalid, try again!

   Displayed when the selected item is invalid or moved to another menu without changing the item.

5. You may find the configuration results by checking the position of the arrow character (->), after printing the test page or entering preferences mode, by selecting one of the list.

3.8 Setting by the memory switch program

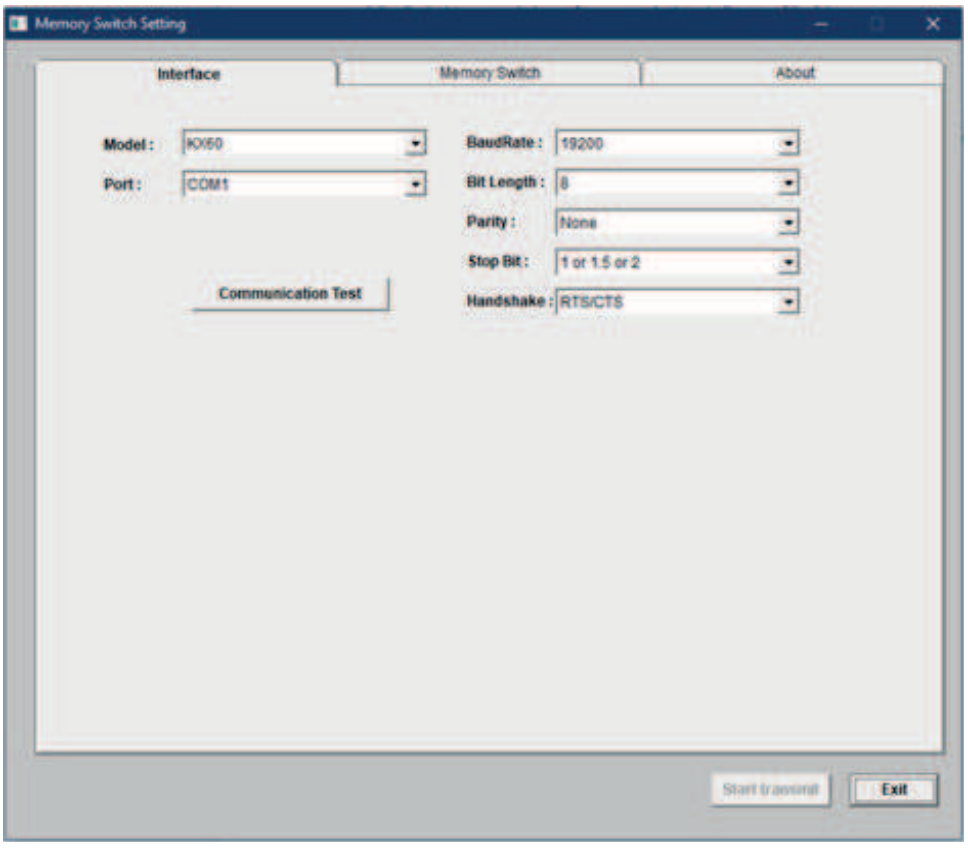
You can set the printer's functions and conditions with the host with the memory switch utility program.

Attention: All information stored in memory switch will be deleted during the setting and please reconfigure Code Page and Print Option as well.

1. Start the printer in initial settings mode.

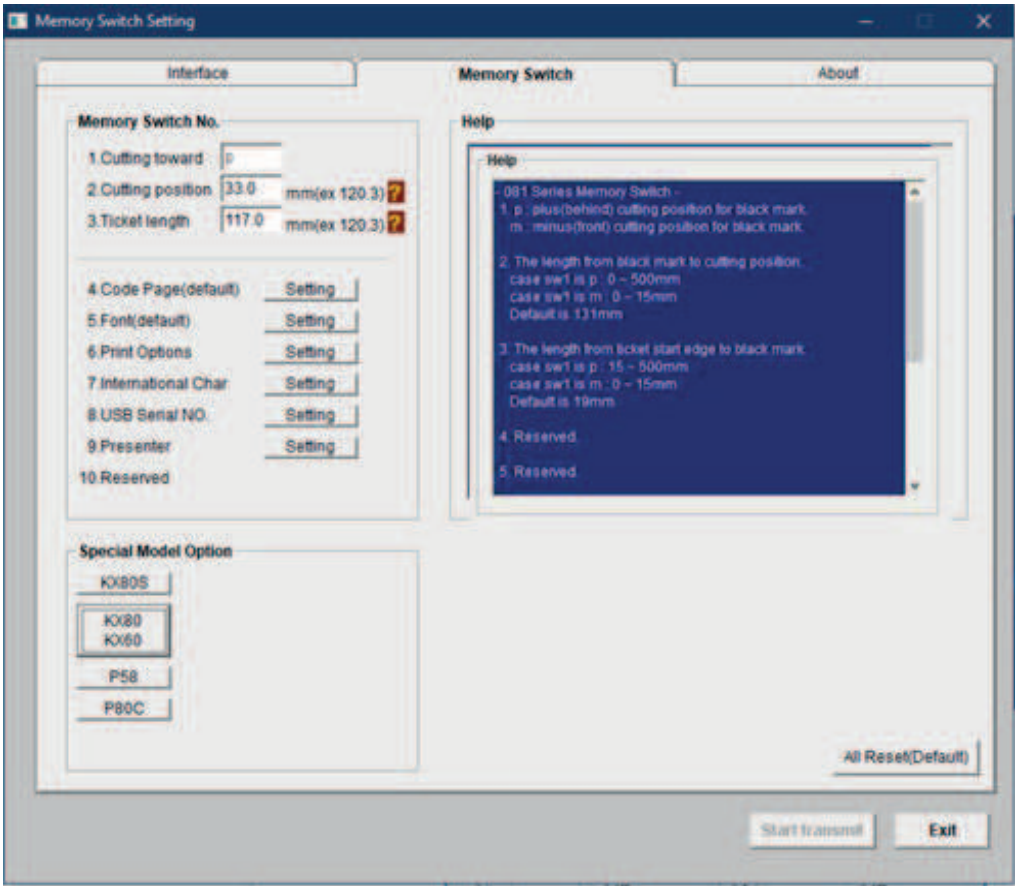
[If you turn on the printer while pressing down on FEED button for 2 seconds or more, the PE LED and the ERROR LED will light/flash in interchangeably and boot in initial settings mode (9600 BPS, PARITY NONE, HARDWARE HANDSHAKE)] -> Skip this step when using the USB interface for settings.

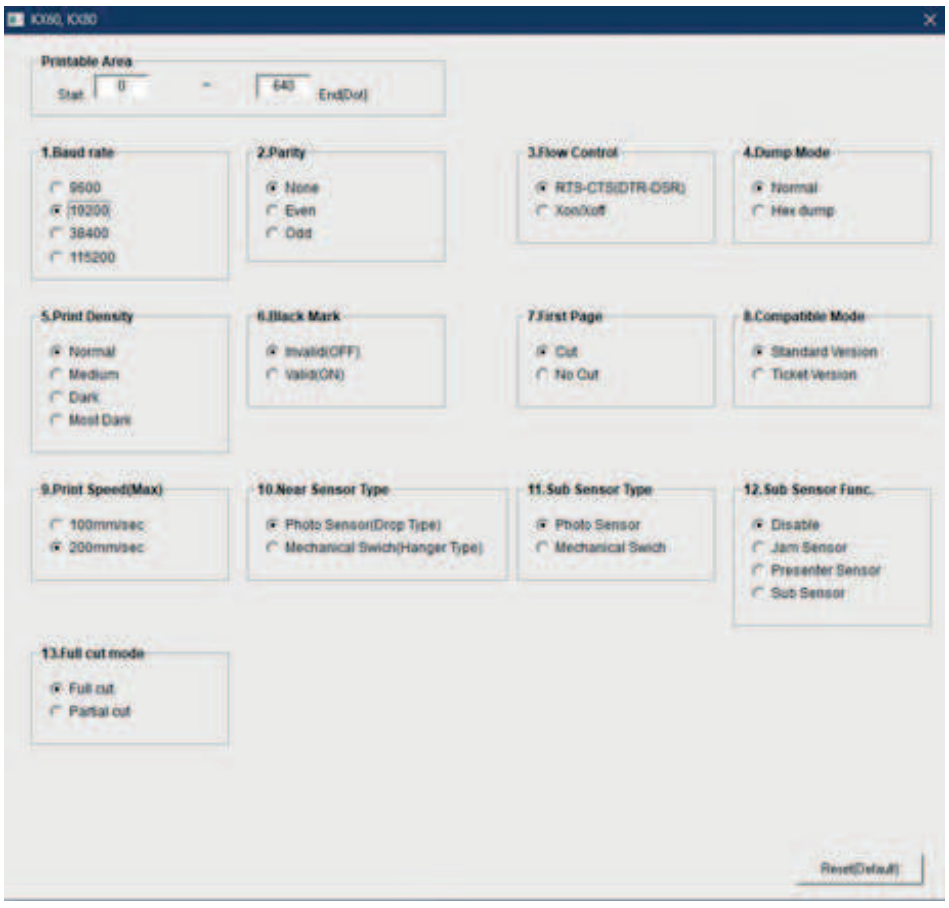
2. Run the utility program and after selecting the communication port in use, set the Baudrate to 9600, and click on the Communication Test button.
   When succeeding in communication, the Start transmit button will activate.



- When configuring with USB interface, set the Port to USB.

3. After Clicking on the Memory Switch tab, select KX60 under ‘Special Model Option’ drop down menu. Then select the relevant contents in each appearing forms and click on the ‘Start Transmit’ Button. Turn off the power to the printer then back on after finishing the configuration and the printer will work in the configured value.





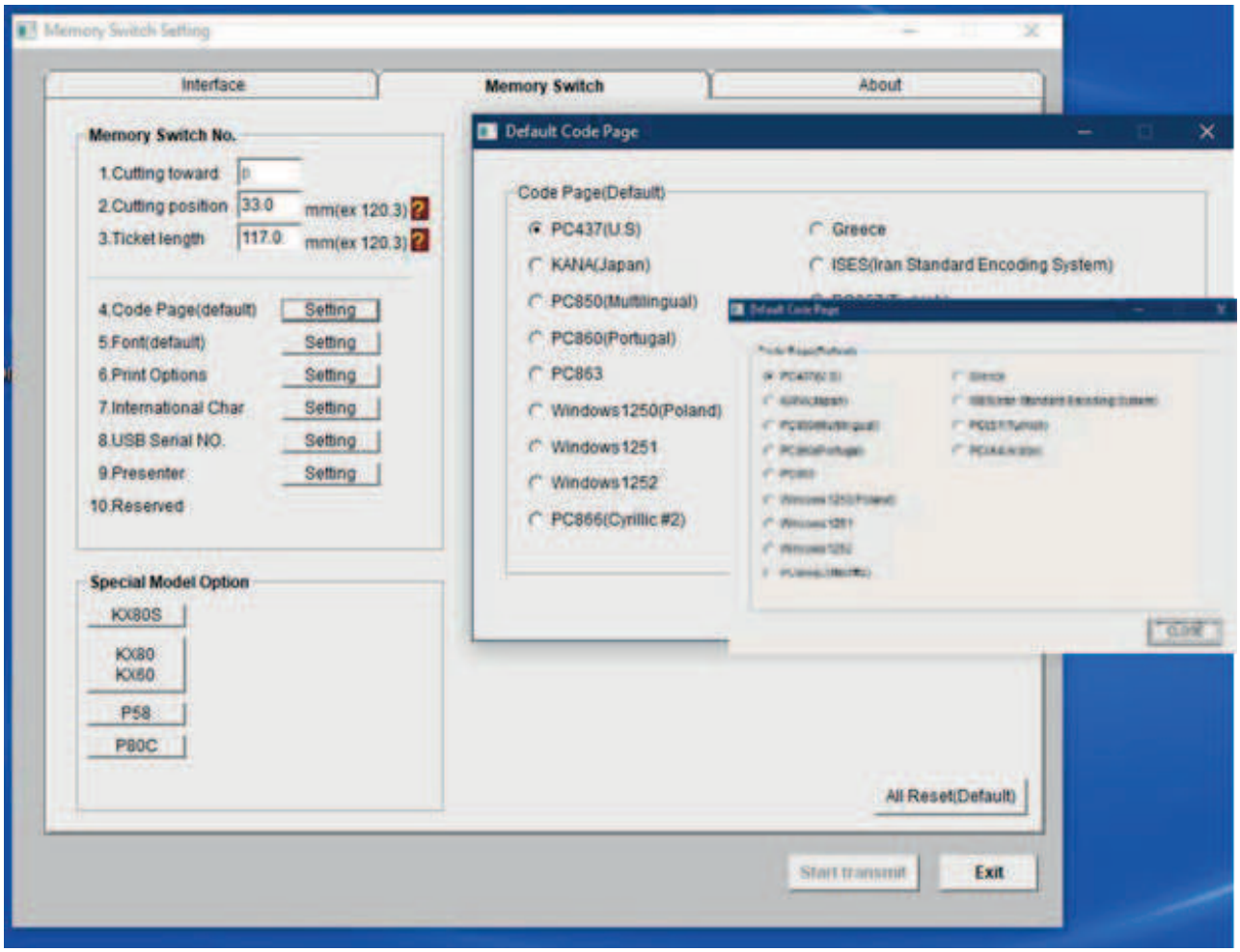
3.9 Memory switch

Use non-volatile memory to set the function.

- Please use the provided ‘Memory Switch Utility’ for the setting.

- Once you’ve set the value, it will not reset even if you turn off the power so the value will remain until you make the change.

MEMORY SW	SET VALUE	DESCRIPTION
SW1	p OR m	
SW2	0~1200 OR 0~136	
SW3	248 ~ 4000	
SW4	Basic Code Page	Setting one of the Code Page out of the option to be a default
SW5	Basic Font	2 bytes code will set the default from Korean (24x24), Korean (16x16), Japanese (24x24), Chinese (24x24). 1 byte code will set the default from ASCII (12x24), ASCII (8x16,9x16).
SW6	Reserve	
SW7	Reserve	
SW8	Reserve	



1. SW1 :

- p(7016) Setting : When executing cutting command (DC3 + “i”), move from the black mark point to the plus position up to the value set in SW2, then cut from that position.

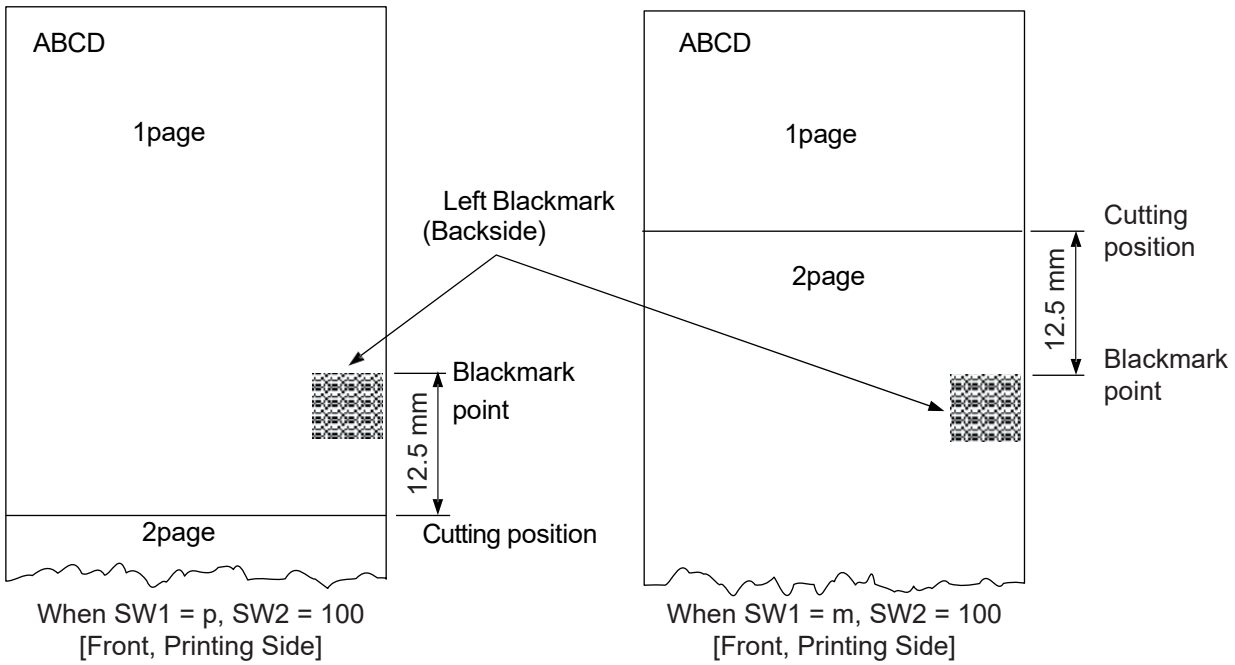
- m(6D16) Setting: When executing the cutting command (DC3 + “i”, move up to the value set in SW2, then cut in that position.

2. SW2 : Setting the distance from the black mark point to the cutting position.
- When SW1 is @ p : You can set from 0~1200(0 ~ 150mm).

- When SW1 is @ m : You can set from 0~120(0 ~ 15mm).
  Indicates 0.125mm per set value
  ex) When set on 100 : 100 x 0.125 = 12.5mm

  SW1 and SW2 are also used in Windows Driver to set the Cutting option to Black Mark Search (Full Cut). (Windows Driver : use DC3+”i” command)

Example)



3. SW3 : Sets the distance from the ticket start point to the black mark point.
   When setting the First Page No Cut, it is used to set the initial position of the first piece of paper.
   You can set up 0~120 (0 ~ 15 mm : When cutting position is in front of blackmark) OR to 120~4000(15 ~ 500 mm when cutting position is behind the blackmark)

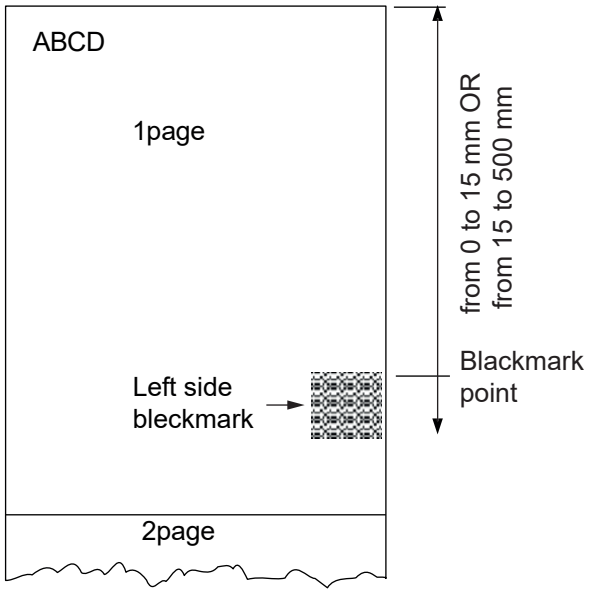
• Indicates 0.125mm per set value

Example) When setting it 300 : 300 x 0.125 = 37.5 mm

• The default setting is based on the blackmark on right side and set to 1048(131 mm).

• Please reference the ticket standards. for the detailed information.

Example)



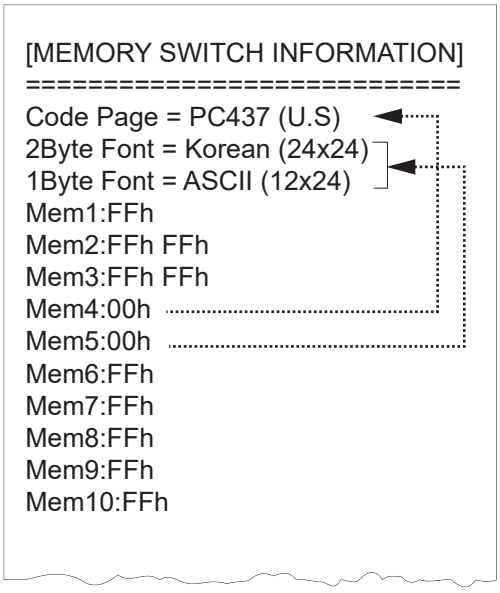
[Front, Printing Side]

4. Memory Switch Modification Check

• After adjusting the memory switch, check the modified details by running a self test. When you turn on the power while holding down the FEED button, start self-test and stop printing.

• Press the FEED button one more time to display the contents of the memory switch.

(Example of memory switch content checking self test printing)



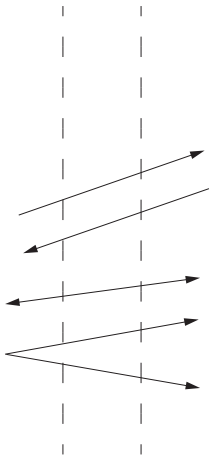
4 INTERFACE SPECIFICATION

4.1 RS-232C

1. Data Transfer Method : Serial
2. Handshake : Hardware (RTS/CTS or DTR/DSR)
3. Baud Rate : 9600, 19200, 38400, 57600, 115200 BPS
4. Data Bit : 8bit
5. Parity : None, Odd, Even
6. Stop Bit : 1, 2 bit
7. Connector : CHD1140-4
8. Cable : DSUB9(Female) – 4pin customized cable

PRINTER

PIN	SIGNAL	I/O
1	TxD	Output
2	RxD	Input
4	GND	-
3	RTS	Output



HOST

PIN	SIGNAL	I/O
1	DCD	-
2	RxD	Input
3	TxD	Output
4	DTR	Output
5	GND	-
6	DSR	Input
7	RTS	Output
8	CTS	Input
9	RI	-

4.2 USB

1. Standard : USB 2.0 Compatible, Full Speed(12Mb) response
2. Connector : Type B
3. Cable : USB2.0 Standard Cable
4. Data Methods : Bulk IN, Bulk OUT
- Bulk IN : End point 6,
- Bulk OUT : End point 2
- Full Speed : Max Packet Size 64 Byte (Bulk OUT),64 Byte(Bulk IN)

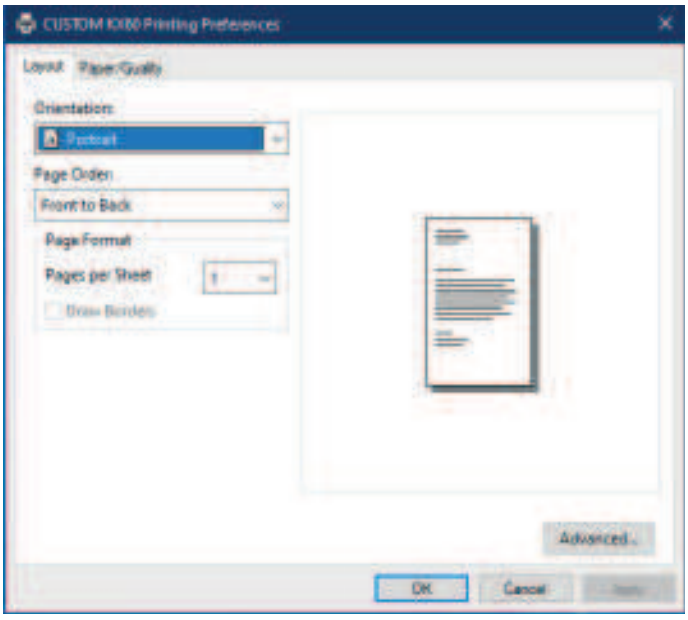
PIN NO.	SIGNAL NAME	INPUT/OUTPUT	DESCRIPTION
1	TD+	OUT	Transmit Data+
2	TD-	OUT	Transmit Data-
3	TCT	OUT	
4	NC	-	None Connection
5	NC	-	None Connection
6	RCT	IN	
7	RD+	IN	Receive Data+
8	RD-	IN	Receive Data-

5 WINDOWS DRIVER

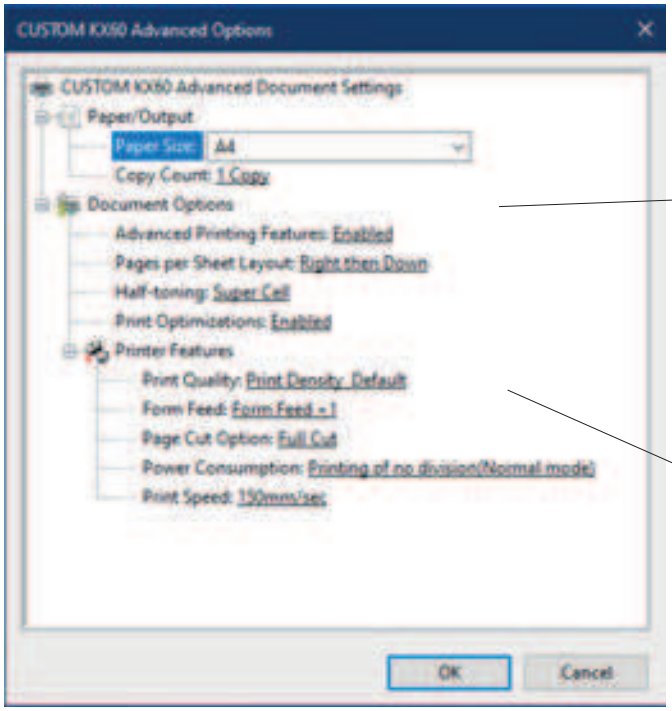
5.1 Printer configuration settings

1. Please open the screen of printer / fax, and click ‘the basic setting (I)’ of the general tap.

2. Please click Advanced Tab(V).



3. Please refer to the following images, and set up each details. You can select on each dropdown list to set the Density, Cutting Option, and Print Speed Setting.



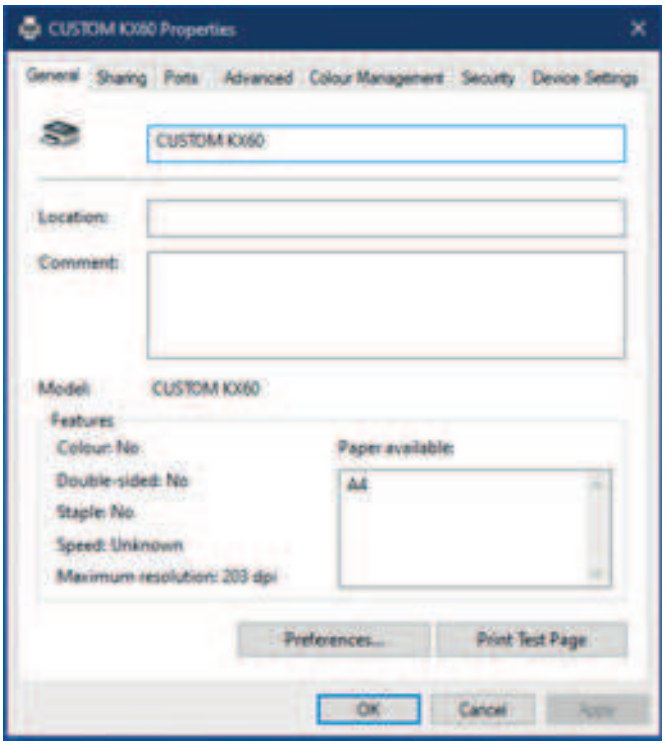
- No Cut : No Cut, just Print.
- Full Cut : Full Cut after print.
- Partial Cut : Partial Cut after print.
- Black Mark Search(Full Cut) : The cutting position from the black mark will be set by the memory switch.

All are printed graphically, so the print quality may vary depending on the amount of data printed.
Print to meet the criteria below for smooth printing.
Print Width 60 mm: Set the speed to 150 mm.

5.2 Paper feed setting

Please set the form feeding after printing.

1. Open the Printer and Fax folder, then click on the Basic Setting (I) under General tab.



2. Please click the paper /quality tab, and select from the Paper Feed dropdown list.

3. Auto Select / Role Feeder : : After printing, the form feeding is not conducted any more regardless of the paper length. This setting is used when the printed material length is irregular. As you can see from the example below, the feeding will not happen even if you set the margin through the Visual Basic, so you'd have to set the FontSize smaller and print "." to set the cutting position through Dummy Form Feeding.

Example)

```
'----- Example Dummy form feeding to cutting position ---------
Printer.Print " " & vbLf
Printer.Print " " & vbLf
Printer.Print " " & vbLf

Printer.FontSize = 2
Printer.Print "."   ' dummy print for form feeding
Printer.EndDoc
```

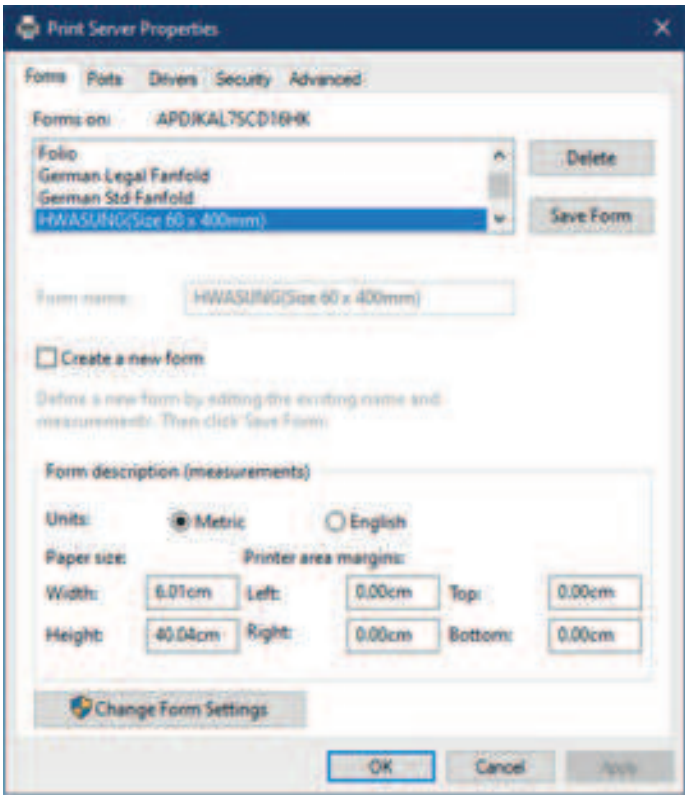
4. Page length Feeder: After print, execute form feeding up to the set page length.
   Set when the printed materials are fixed to a certain length.

6 NEW PAPER SETTINGS

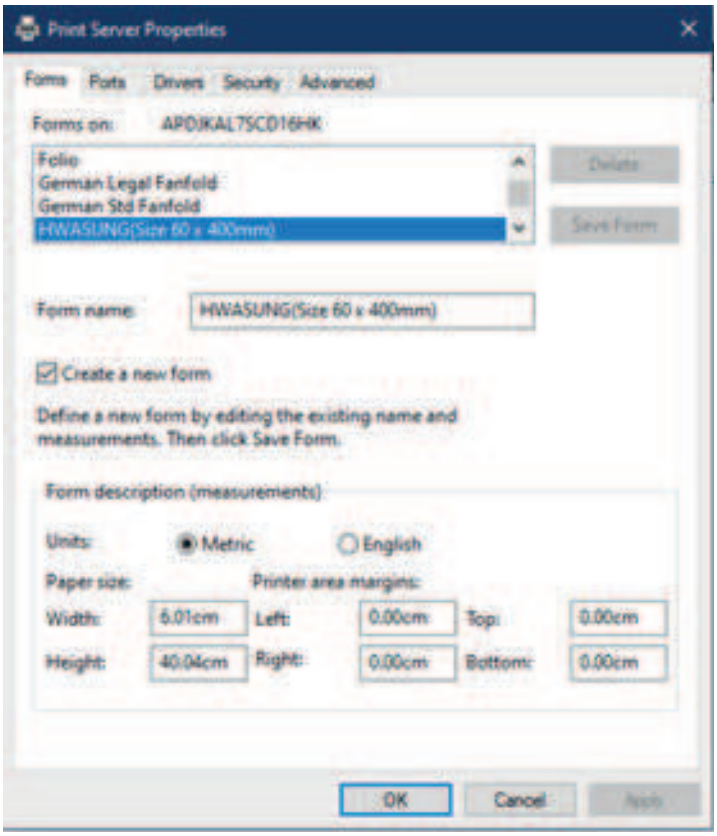
You can create and use a paper size that fits your system.
The below is an example of making 60 mm x 150 mm sized paper.

1. Open the Printer and Fax Screen, then click on the server property under File Menu.

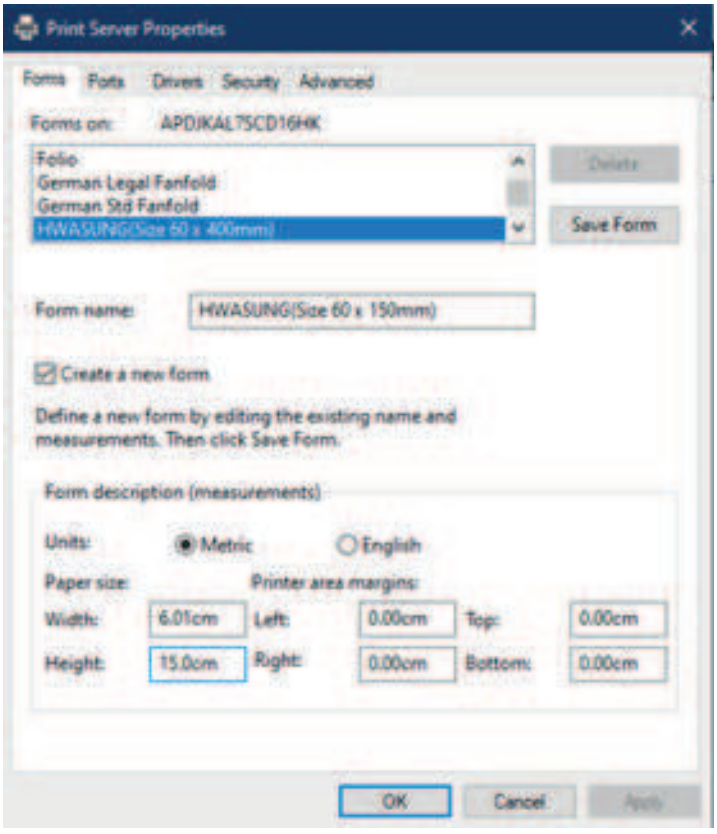
2. Select the STANDARD (Size 80 x 400 mm) from Form Location.



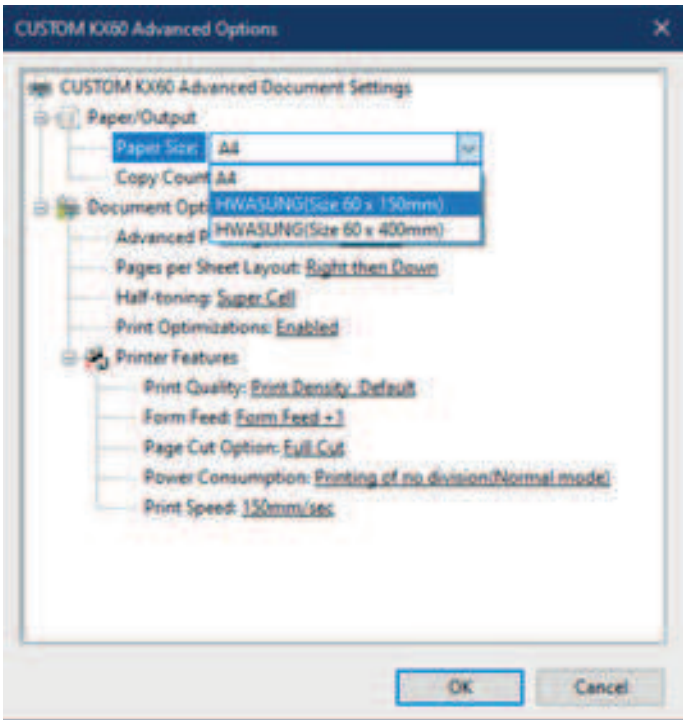
3. Check the “Create New Form” box.



4. Click the paper size field and input 6.0 cm (W), 15.0 cm (H). Make sure to make no changes in the print area margin.



5. Save the form after creating a custom name for the size. (i.e, Ticket(Size 60 x 150 mm)).

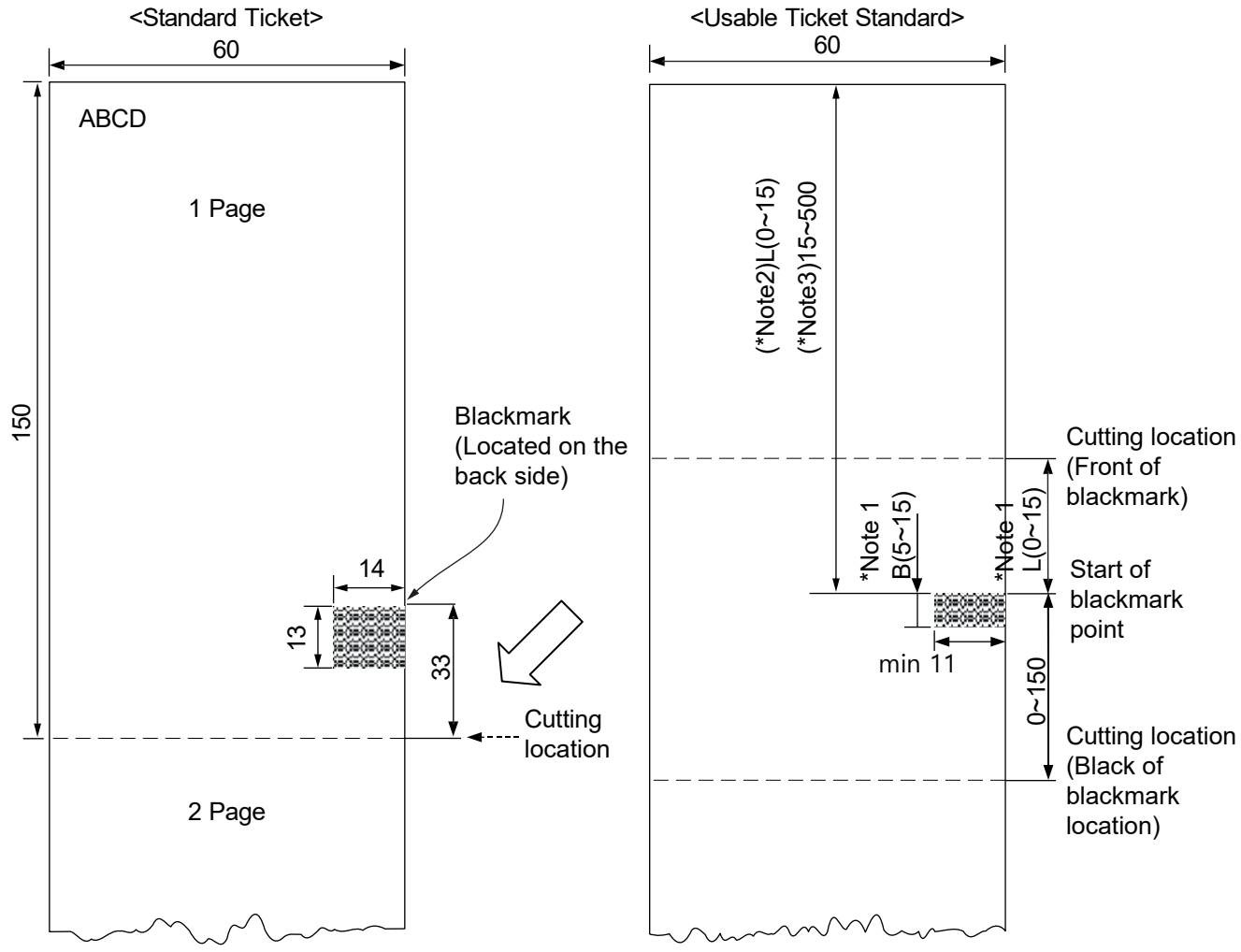


6. Go to Basic Print Setting -> Advance then Sel ect the newly created Ticket(Size 60 x 150 mm).

7 TICKET SPECIFICATION

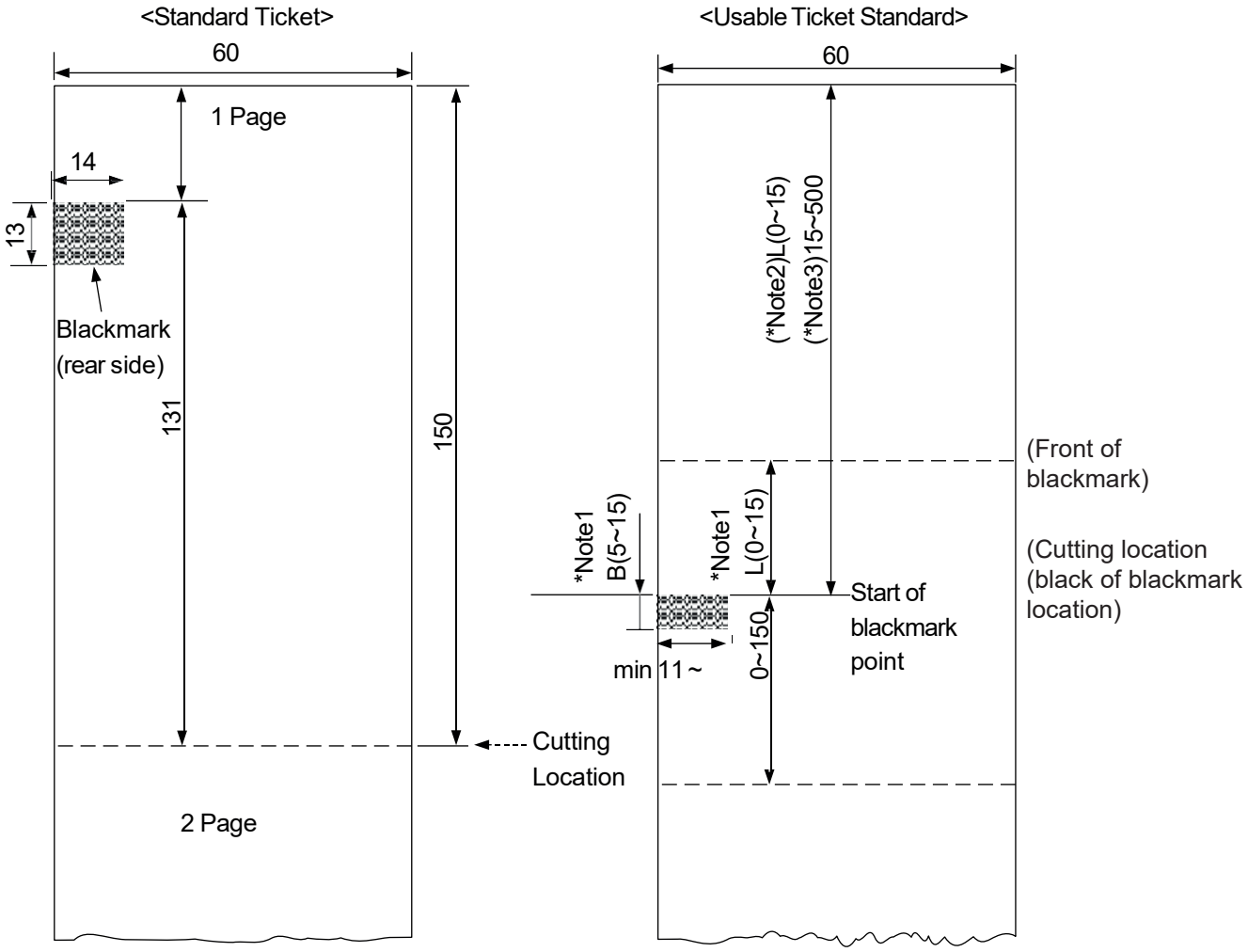
You can use a variety of tickets if you make a ticket with the specifications below. The ticket follows below settings as a default factory setting.
[Unit: mm]

7.1 In case of blackmark on left side



[*Note1]: B : Blackmark height, L : cutting location in front of blackmark L+B < 15 meaning, it should range within L < 15 - B.
[*Note2]: When cutting position is front of blackmark, condition should be the same as Note 1.
[*Note3]: In case of cutting position is behind the blackmark.

7.2 In case of blackmark on right side



[*Note1]: B : Blackmark height, L : cutting location in front of blackmark L+B < 15 meaning, it should range within L < 15 - B.
[*Note2]: When cutting position is front of blackmark, condition should be the same as Note 1.
[*Note3]: In case of cutting position is behind the blackmark.

8 USB (USER INTERFACE)

Without using the Windows driver, you are able to check the printer status, and transmit / receive the data, by using USB Interface DLL (HwaUSB.DLL) and OCX driver (HwaUSB.OCX).

8.1 DLL Interface

Place the HwaUSB.DLL into the System32 folder or SysWow64 folder depending on your Operating System's bit version.

1. long UsbOpen(LPCTSTR SelPrinter);
   Open the USB port to Printer Model "HMK-081".

- Parameters:
  SelPrinter : Printer Model Name

- Return :
  Open Normal: 0
  Open Error: -3(negative)

2. long PrintStr(LPCTSTR data);
   Prints String.

- Parameters:
  data : String dates

- Return :
  Print Normal : 1
  Print Error 0

To prevent the loss of data for the print timeout, please use the function 'NewRealRead' to check the status, and go to the next step, when it's normal.

3. long PrintCmd(unsigned char data);
   Prints 1 byte of data. When printing big data spool, use the following PrintPacket Value to increase the transfer Speed.

- Parameters:
  data: 1 byte data (0~255)

- Return:
  Print Normal: 1
  Print Error 0

4. long NewRealRead(void);
   Reads 1 byte of print status data using USB port.

- Parameters: None

- Return :
  Read Normal : Print Status Value
  Read Error : -1(Negative)

5. long PrintPacket(unsigned char *PacketBuf,unsigned long PacketLength); The sending data buffer outputs a USB port for the specified data length.

- Parameters:
  PacketBuf : TransmitDataBuffer Pointer
  PacketLength : Transmit data length (not to exceed up to 64 bytes)

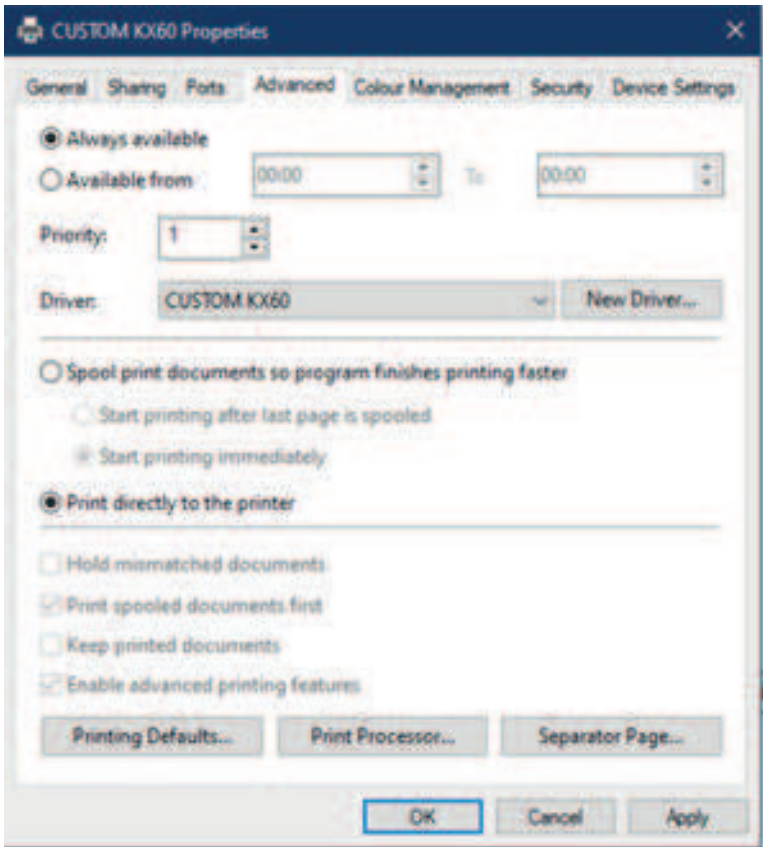
- Return :
  Normal Output : 1 Output Error 0

Do not use functions other than those listed above as they are for debug.

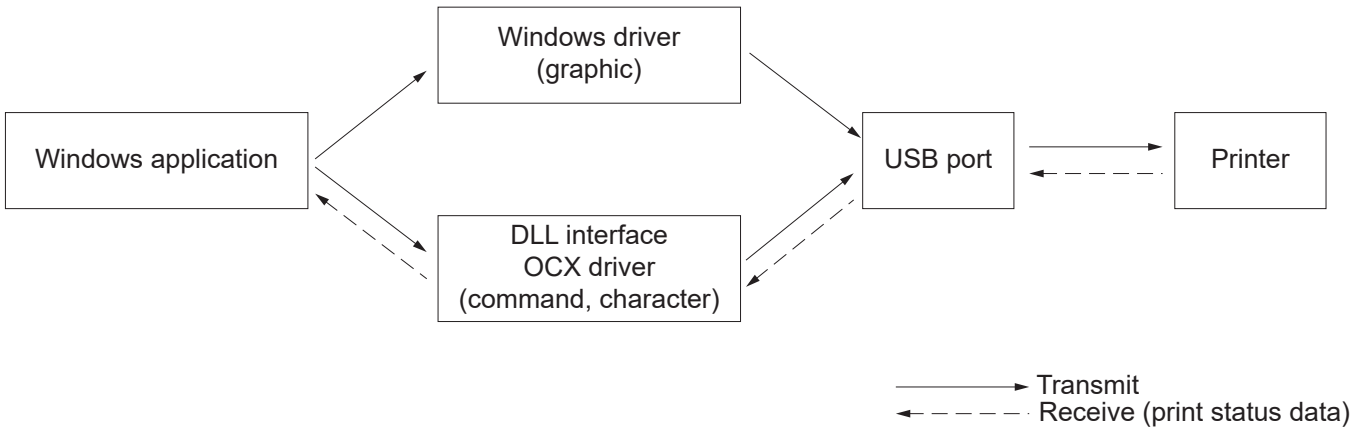
For more information, download the sample program from our website.

8.2 Cautionary points when using the USB interface

When transmitting jointly with Windows driver with the USB interface, there are cases of data transmission does not complete in order due to the mixed signal from the windows driver data and the USB interface data. In this case, set it to 'without using Printer SpoolFunction' under the printer's property.
There won't be an error during the receiving because it would only work through USB interface when receiving.



Windows Application Data Flow Chart



9 SPECIFICATIONS

9.1 Hardware specifications

Printing method	Direct Linear Thermal
Dot density	203 DPI (8 dots/ mm (W) x 8 dots / mm (H))
Number of dots/line	448 dots
Paper feeding width (1 step)	0.125 mm
Paper thickness	from 50 μm to 120 μm
Paper roll diameter (max)	Φ100
Paper width	60 mm
Printing width	56 mm
Printing speed	Max 200 mm/s
Numbers of characters per line (Default value)	Font A (12x24): 36 characters Font B (9x16): 48 characters Korean A (24x24): 18 characters Korean B (16x16): 27 characters
Font size	Font A (12x24): 1.50 x 3.00 mm Font B (9x16): 1.13 x 2.00 mm Korean A (24x24): 3.00 x 3.00 mm Korean B (16x16): 2.00 x 2.00 mm
Numbers of characters	English 95 Extended Character (Code page): 128 x 10
Barcode	1 D: UPC-E, EAN8, EAN13, ITF,CODABAR, CODE39, CODE93, CODE128 2 D: PDF417, QR CODE
Auto cutter	Guillotine Type (Full / Partial Cut)
Interface	RS232C USB 2.0 Full Speed
Receiving Buffer Size	4 Kbyte

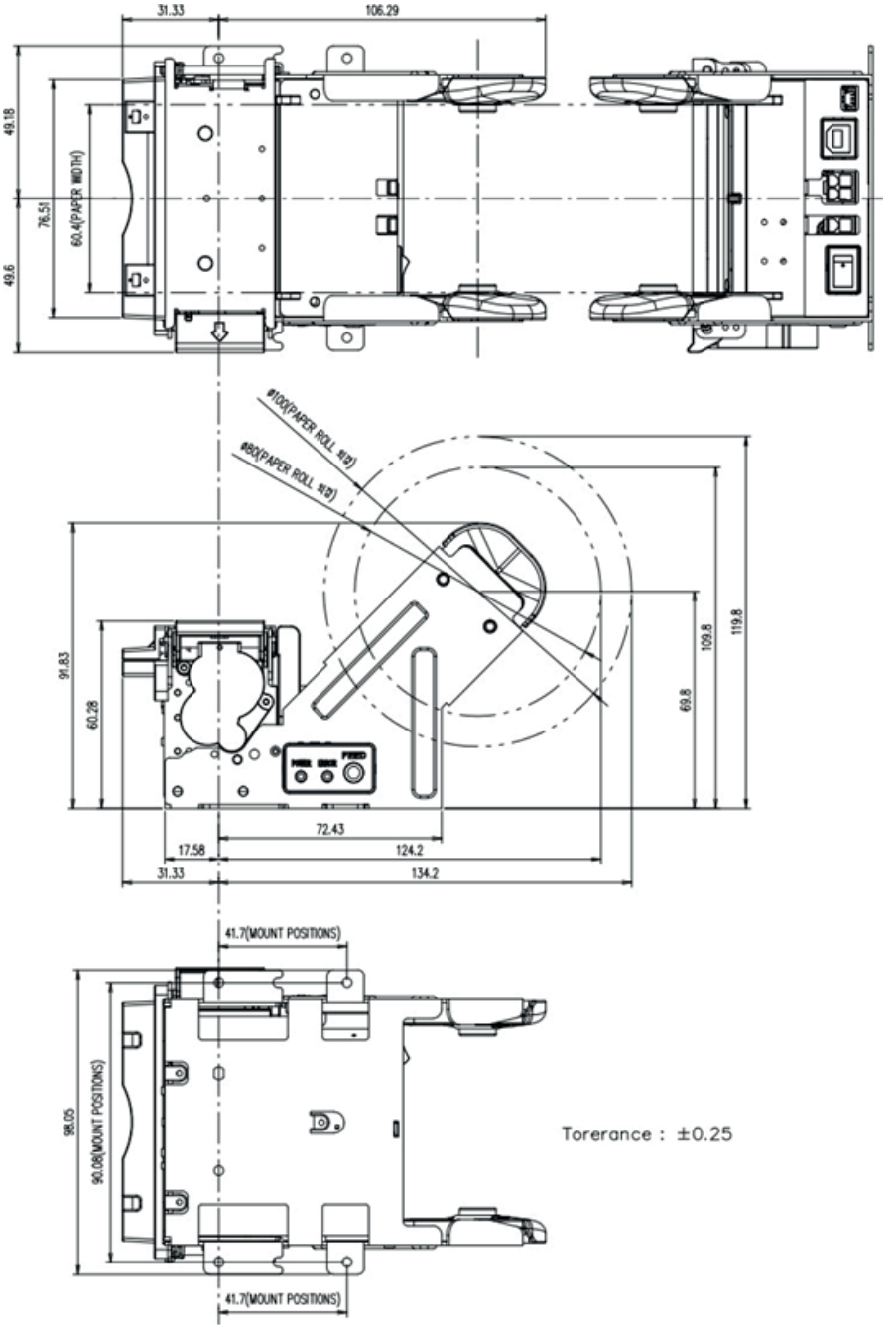
SMPS specifications	Input voltage: from 100 V to 240 V (AC) Output voltage: 24 V (DC) (Max 25.5 V) Output current: 2.5 A
Life Span (25 °C, average humidity)	Thermal head 100 Km (100 million pulses) Auto cutter: 2 milion cuts
Environment condition	
Temperature	Operating: from -20 °C to 60 °C (#1) (from -4 °F to 140 °F) (#1) Guaranteed operating temperature range of the product is only from 0 °C to 45 °C, the guaranteed life time of product may be reduced if used outside the guaranteed temperature range. Storage: from -25 °C to 60 °C (form -13 °F to 140 °F)
Humidity	Operating: from 40% to 85% RH (Noncon densing only) Storage: from 40% to 95% RH

9.2 External dimensions

KX60 Horizonatal

Length	137.62 mm
Height	91.83 mm
Width	98.78 mm
Weight	380 g

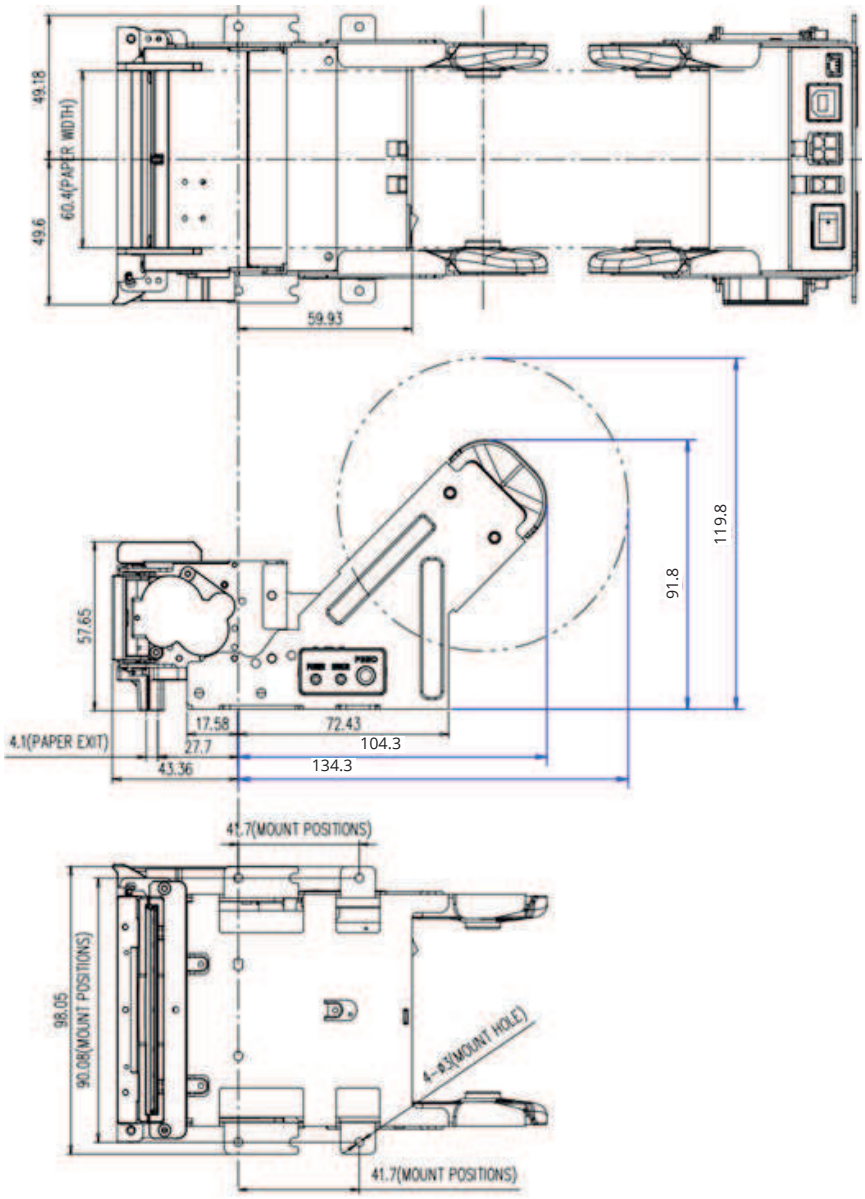
All the dimensions shown in following figures are in millimetres.



KX60 Vertical

Length	177.66 mm
Height	91.88 mm
Width	98.78 mm
Weight	380 g

All the dimensions shown in following figures are in millimetres.

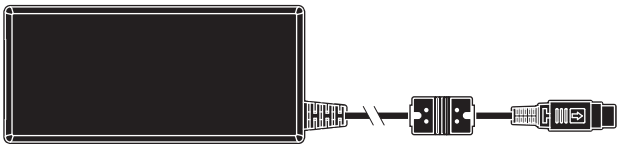


10 ACCESSORIES

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

963GE020000071

POWER SUPPLY



26100000000311

POWER CORD SCHUKO PLUG
length = 2 m

26900000000005

ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm

26500000000356

USB CABLE TYPE A-B
length = 1.8 m

976PF010000001

RS232 CABLE DB9-MOLEX 4PIN
length = 1.8 m

11 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

Code : 0576200M000144 Rev. 1.30

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