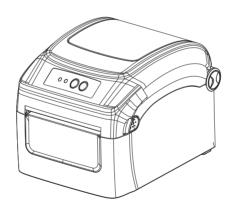


User's Manual

GP-1324D

Direct Thermal Label Printer



Customer service hotline: $400\ 611\ 3828$

CONTENTS

| 1. The printer | 01 |
|---------------------------------|----|
| 1.1 Introduction | 02 |
| 1.2 Product features | 03 |
| 1.2.1 Standard equipment | 03 |
| 1.3 Specifications | |
| 1.4 Print specifications | |
| 1.5 The paper size | 04 |
| 2. Product introduction | 05 |
| 2.1 Open and check | |
| 2.2 Printer components | |
| 2.2.1 Appearance | 06 |
| 2.2.2 Internal | 07 |
| 3. Installation | 08 |
| 3.1 Install the printer | 08 |
| 4. LED indicator function | 08 |
| 4.1 LED indicator | |
| 4.1.1 Direct thermal printing | 08 |
| 4.2 Button Function | 09 |
| 4.3 Start function | 09 |
| 4.3.1 Self-test | 10 |
| 4.3.2 Dump mode | |
| 4.3.3 Printer Initialization | |
| 4.3.4 Print DIP Switch function | |
| 4.3.5 Skip AUTO.BAS | |
| 5. Troubleshooting | 13 |
| 5.1 Common problem | 13 |
| 6. Maintenance | |
| h i Printer Cleaning | 14 |

1. The printer

1. 1 Introduction

Thanks for choosing GP-1324D series direct thermal label printer

This series printer inner volume is fit for 5" OD (Outer Diameter) paper roll, if using external paper holder, you can install 8.4"OD industrial grade label roll.

This printer is designed for real-time and batch label printing, with standard USB port. Direct thermal printing are available in printer body, you can choose various kinds of printing materials, for example: thermal paper, plastic paper, fan fold paper etc.

Common 1D barcode and 2D barcode fonts are built inside printer, also it support 4 direction printing, characters can be enlarged from 1 to 10 times. Besides, it supports 5 different size bitmap fonts, OCR-A and OCR-B fonts, together with 203dpi higher print resolution, this series printer are your best choice among the same class.

Declaration: This is a class A product, fit for Non Tropic regions installation. This product may cause radio interference in life environment, users may need to take adequate preventive measures.

Application Field

- Manufacturing & Warehousing logistic industry
 - · Product labeling and marking
 - * Warehouse management label
 - Category marking label
 - Operation instruction marking label
 - Distributing instruction marking label
- Healthcare
 - · Patients marking
 - Medicine marking
 - Specimen marking
- Parcel Post
 - · Mailing label
- ◆ Office & Studio
- Retail
 - Price Label marking
 - Product item marking
 - Jewelry product marking

1.2 Product features

1. 2. 1 Standard equipment

| Product standard | | | 203DPI/300DPI |
|-----------------------|--|-------------------------------|---------------|
| Thermal printing | | 0 | |
| ABS plastic housing | ABS plastic housing | | 0 |
| Gap sensor | | | 0 |
| Black mark sensor | | | 0 |
| The print head op | | | 0 |
| USB 2.0(full speed) | Communication | n interface | 0 |
| 2 MB SDRAM Mer | nory | | 0 |
| 2 MB FLASH Men | nory | | 0 |
| The paper key and | | | 0 |
| Built in 8 dot matrix | font English nu | mber | 0 |
| The character and the | ne bar code can | be printed in four directions | 0 |
| of rotation (0,90,180 | ,270) degree. | | |
| Built in simplified (| Built in simplified Chinese, traditional and Korean font for | | 0 |
| programming. | | | |
| Can print text, ba | ar code, pictu | res | |
| Support bar code | | Support picture format | |
| 1D Barcode | 2D Barcode | | |
| Code 39 | QR code | BMP, | |
| Code 93,ITF, | | PCX | |
| EAN 128, | | | |
| Code 128 subsets | | | |
| A,B,C, | | | |
| Codabar, | | | 0 |
| EAN-8,EAN-13, | | | |
| UPC-A,UPC-E, | | | |
| EAN and UPC 2(5) | | | |
| digits | | | |
| add-on,MSI,MSIC, | | | |
| PLESSEY,CPOST, | | | |
| ITF 14,EAN 14 | | | |

1.3 Specifications

| Models | GP-1324D |
|------------------------|---|
| Printer size | 180(W) X 176(H) X 238(D) mm |
| Printer weight | 2.09KG |
| Power Supply | The built-in voltage automatic switching power supply Input: AC 100–240V Output: DC 24V 2A |
| Support picture format | Work environment :5~45°C (41~104°F), 25~85% Dampness Storage environment :-10~50°C (-10~140°F), 10~90% Dampness |
| Interface | USB |

1. 4 Print specifications

| Models | GP-1324D |
|--------------------------------------|--------------------------------|
| The print head | 203dots/inch(8dots/mm) |
| Print mode | Direct thermal |
| Dot size (the size) (width X length) | 0.125x0.125mm (1mm = 8dots) |
| Print speed (inches per second) | 2~8 inch/s |
| Maximum print width | 108mm(4.25") |
| Maximum print length | 2286 mm(90") |
| Pulse excitation | 1X10 ⁸ pulses |
| Heat sensitive piece (wear) | 50km |

1.5 The paper size

| Models | GP-1324D |
|--|---|
| The maximum capacity of internal paper roll diameter | 127 mm(5")OD |
| Paper type | Continuous paper, gap of paper, paper folding, punched paper |
| The paper winding form | Print out of plane roll / print surface involute |
| The width of the paper | Max.118mm (4.64") |
| (tag + bottom paper) | Min. 20 mm(0.78") |
| The thickness of the paper | Max. 0.254 mm(10 mil) |
| (tag + bottom paper) | Min. 0.06 mm(2.36 mil) |
| Roll axis size | 25.4 mm~38 mm(1"~1.5") |
| Label length | 10~2286mm(0.39"~90") |
| | Note: If you use the tag length less than 25.4mm (1 "), recommend the use of a perforated line in the gap on the label paper so the tear. |
| The paper height gap spacing | Min.2 mm(0.09") |

2. Product introduction

2. 1 Open and check

This series printer is with special package to prevent damage in transportation. If there is any unexpected damage occurred, please put in clean and stable surface and carefully open the package to check, inform local distributor with damage details, and keep packing mate -rials well in case you need to mail the printer.

Packing list:

- · One Label printer
- CD (Driver, Nice label software, User Manual)
- Power Adapter
- · Power Cord
- USB cable (Serial cable optional)
- · Label roller & Label paper



<Picture 1>

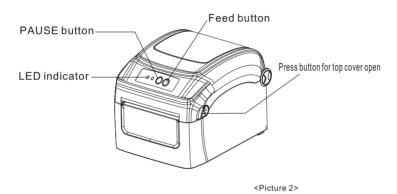
Please pack equipment and materials needed for safekeeping printer for subsequent handling; if the above items, any lost or missing, please Customer Service Department of your purchase contact.

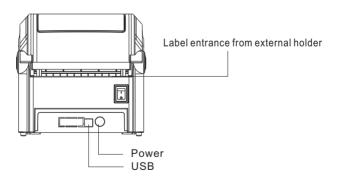
2. 2 Printer components

2. 2. 1 Appearance

LED lights indicate:

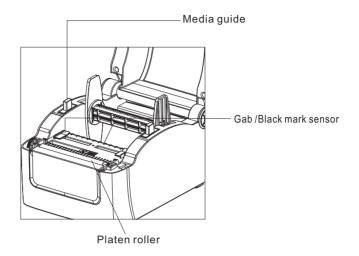
★ ON LINE electric indicator ★ ERROR error indicator



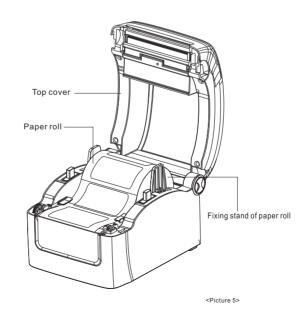


<Picture 3>

2. 2. 2 Internal



<Picture 4>



3.Installation

- 3. 1 Install the printer
- 1. Please put the printer on the stable surface.
- Make sure printer power is turned off, please do not plug the power cable when the printer power is turned on.
- 3. Connect serial or USB or Parallel or Ethernet cable to printer and PC.

<Picture 6>

4. Connect power plug to power supply socket.

Be careful:

- Please turn off the power switch the printer in the power socket, power line is inserted into the printer.
- X Transmission interface in the picture will vary depending on your printer purchased aircraft type, the actual transmission interface, please refer to the corresponding product specifications

4. LED Indicator and Function

There're two buttons and three LED indicators, many functions can be realized through using different button, indicator and power on/off switch.

4. 1 LED indicator

4. 1. 1 Direct thermal printing method

| . • | |
|--|---|
| LED Indicator status | Descriptions |
| Power indicator is on , Error indicator is off | Printer is powered on and in normal printing status |
| Power indicator flashes every 640ms, Error indicator is off | Printer is paused |
| Power indicator is off, Error indicator goes on for 80ms, then goes off for 160ms, printer start beeping.** | Printer cover is opened |
| Power indicator is off, Error indicator goes on for 500ms, then goes off for 6s | Label gap detection error |
| Power indicator is off, Error indicator flashes every 160ms, after two times flashing, Error indicator goes off for 320ms, printer start beeping. ** | Paper out |
| Power indicator is off, Error indicator flashes every 160ms,after three times flashing,Error indicator goes off for 320ms, printer start beeping. ** | Black mark detection error |
| Error indicator flashes every160ms. | Printer overheated protection mode is activated. After 1 minute, the printer CPU will check print head temperature again. When temperature return normal, printer will work normally. |

4. 2 Button Function

1. Feed

When the printer is ready (LED blue fixed), click the button, label paper into the front end of a paper label.

2. Print job timeout

The printer in the print, click the PAUSE button to print suspended. At this time power indicator is blue flashing. Just click the button, the print job resume normal.

4. 3 Start function

The printer has five kinds of power function can be used to set or test the printer hardware. In the boot and press the button with lamp signal release key can start these functions.

Five Power-up Functions:

| Function | Descriptions |
|------------------------|---|
| Self-test page | A.Turn off the printer. B.Make sure the paper roll is installed correctly and the printer top cover is closed. C.Press and hold FEED button and turn on the printer. Selftest page will be printed, then release FEED button. You can use this function to check if printing function is normal or not. |
| Print DIP Switch page | A. Turn off the printer. B. Make sure the paper roll is installed correctly and the printer top cover is closed. C. Press and hold PAUSE button and turn on the printer. When paper feed and then release PAUSE button, DIP switch page will be printed out. |
| Debugging Mode | A.Turn off the printer. B.Make sure the paper roll is installed correctly and printer top cover is closed. C.Press and hold PAUSE and FEED button, and turn on the printer. When Power indicator (fred) are on at the same time, release PAUSE and FEED button, printer goes to Debugging Mode, and you will find below page printed out: |
| Skip AUTO.BAS program | User can use TSPL2 command to save a code autorunning file (AUTO.BAS) into flash. When turn on printer, printer will run the program automatically. If you want to skip AUO.BAS program on power-up,then follow below steps: Press and hold PAUSE and FEED button, then turn on the printer. When Power indicator (blue) is off and Error indicator(red)is on, release PAUSE and FEED button, printer will skip running AUTO.BAS program, and then Power indicator will be on. |
| Printer Initialization | A.Turn off the printer. B.Press and hold PAUSE and FEED button, then turn on the printer. When Power indicator(blue)is on and Error indicator (red) is off, release PAUSE and FEED button, all data in printer DRAM will be cleared and printer setting will be restored to factory default setting. Then power indicator will be on and printer goes to ready status. |

4.3.1 Self-test

To start the printer self-test, please follow the steps:

- 1. Turn off the printer power.
- 2. Make sure the paper roll is installed correctly and the printer top cover is closed.
- 3. Press the FEED button and turning on the printer power simultaneously. When the self-test paper comes out, release the FEED button.

Self-test page sample:

SELFTEST



MODEL:GP-1324D VERSION:V1.0+(2015-07-07) INTERFACE: USB & SERIAL SERIAL PORT: SERIAL 9600, N, 8, 1 LABEL VALUE: 714 714 128 1-13 694 3-11 152 SPEED:4 DENSITY:10. SIZE:104 mm,155 mm GAP:0 mm,0mm CODE PAGE:437 MILAGE(m):52.210/.-, REFERENCE:0 mm, 0 mm DIRECTION:0,0 SHIFT:0 OFFSET:0 SET PEEL:OFF SET TEAR: ON SET HEAD: ON SET PRINTKEY: OFF SET REPRINT: OFF. SET KEY1(FEED):ON SET KEY2(PAUSE):ON TAIWANESE BIG5:TST24.BF2 CHINESE GB2312:TSS24.BF2 KOREAN KSC5601:K THERMAL DENSITY MODE: NORMAL

DRAM FILE: 0 FILE (S) FLASH FILE: 0 FILE (S) SECTOR SIZE: 4 KB

POWER ON TEST PAPER:DISABLE

PHYSICAL DRAM: 2048 KBYTES

AVAILABLE DRAM: 1024 KBYTES FREE

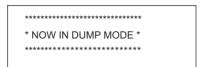
PHYSICAL FLASH: 2048 KBYTES

AVAILABLE FLASH: 1024 KBYTES FREE

4.3.2 Dump mode

Please follow the steps:

- 1. Turn off the printer power.
- 2. Make sure the label roll is installed correctly and the printer top cover is closed.
- 3. Press and hold on the PAUSE button, then turn on the printer power. When the POWER indicator (blue light) and ERROR indicator (red light) light simultaneously, release the buttons. The printer is changed to Dump mode and print as below chart..



(35 12)



Printer will not print if data is not more than one piece of label, and need to press FEED button to force the printer to print it out.

4.3.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults. Please do the gap sensors sensitivity calibration after the printer initialization.

Please follow the steps below to initialize the printer:

- 1. Turn off the printer power.
- 2. Press and hold on the PAUSE button and FEED button, then turn on the printer power. When the POWER indicator (blue light) dims and ERROR indicator (red light) light, release both buttons. The printer DRAM is cleared and printer settings are restored to defaults.

The printer configuration after the initialization will revert to the default values are as follows:

| Parameter | Default setting |
|-----------------------------|--|
| Speed | 4inch/sec (101.6mm/sec), 203dpi |
| Density | 10 |
| Gap | 0mm |
| Direction | Printing content are placed on page from top to bottom |
| Reference | Top left corner from printing direction |
| SHIFT | 0 |
| OFFSET | 0 |
| SET TEAR | ON |
| SET HEAD(Cover open detect) | ON |
| Set PRINTKEY | OFF |
| SET REPRINT | OFF |
| SET KEY1(FEED) | ON |
| SET KEY2(PAUSE) | ON |
| CLEAR RAM | CLEAR |
| CLEAR FLASH | NOT CLEAR |

4.3.4 Print DIP Switch function

Print the DIP switch page as follow:

A.Turn off the printer.

B.Make sure the paper roll is installed correctly and the printer top cover is closed.

C.Press and hold PAUSE button and turn on the printer. When paper feed and then release PAUSE button, DIP switch pagewill be printed out.

DIP SWITCH FUNCTION:

SW1 POWER ON TEST PAPER OFF **ENABLED** ON DISABLED SW2 SELECT THERMAL DENSITY MODE OFF **ENABLED** ON DISABLED SW3 SW4 SELECT BAUDRATE OFF OFF 9600 OFF ON 19200 ON OFF 38400 ON ON 115200

4.3.5 Skip AUTO.BAS

User can use TSPL2 command to save a code auto-running file (AUTO.BAS) into flash. When turn on printer, printer will run the program automatically.

If you want to skip AUO.BAS program on power-up, then follow below steps:

- 1. Turn off the printer power.
- 2. Press and hold PAUSE and FEED button, then turn on the printer.
- 3. When Power indicator (blue) is off and Error indicator (red) is on, release PAUSE and FEED button.
- 4. The printer will skip running AUTO.BAS program, and then Power indicator lights.

5. Troubleshooting

5.1 Common problem

Below the table of contents is generally the common problems and solutions; if you have been in our proposed methods of eliminating the fault, and the printer is not normal operation, so check with your purchase customer service department, so as to get more help.

| Problems | Possible Reasons | Solution and Suggestion |
|--------------------------|--|---|
| | Plug to AC outlet and plug to printer not well connected | Check power connector and AC outlset if plugs are correctly connected |
| | Printer power not turned on | Turn on power switch |
| | Print head not well closed | Close print head by pressing whole print head mechanism (or 2 arrow locations) |
| Power indicator not "ON" | | |
| | Label paper end | Change new label paper |
| | Label paper improperly installed | Refer to Paper Installation steps in User Manual to re-install paper |
| | Gap sensor detection error | Adjust paper specification and print again |
| | Label paper jamed inside printer | Clear jamed paper |
| | Serial cable improperly connected | 1. Check if Pin configuration in cable two sides are matching each other; 2. Check if baud rate setting on PC and printer are the same, If in TPSL command mode, We suggest 9600, n, 8, 1 to ensure higher reliability. 3. Change a new cable. |
| Not printing | Ethernet cable improperly connected | 1. Check if RJ-45 green/orange LED indicator is on. When printer receive and process printing data, LED will be orange color; 2. Check if printer IP is assigned in DHCP mode. 3. Check if fixed IP address is correctly set in printer property. Wait for some minutes to make sure printer is connect -ed server and printing a selftest page to confirm printer IP address. 4. Change a new ethernet cable. |
| | USB cable improperly connected | Check if USB cable connected well or change a new cable |

| | Print head not clean | Clean print head and print again |
|--|--|---|
| | Print density setting wrong | Suggest density set to be 7 |
| | Print head cable not well connected | Re-connect print head cable |
| Not printing | Step Motor cable not well connected | Re-connect step motor cable |
| | Command setting wrong | Check if there is PRINT command at the end of printing file; or if there is CRLF command at the end of every line. |
| Not good printing quality | Label improperly installed | Re-install label |
| | Too much dust or adhesive on print head | Clean print head and print again |
| | Print head damaged | Take selftest page to check if printing are completely to confirm if necessary to change new print head |
| Data miss printing in one or two sides | Label paper size wrong setting | Check if label size set correctly and same as your label paper |
| Wrinkle | Print head unbalanced stress; Label improperly installed; Label feeding not smoothly | Reset the label print density and adjust paper width fixing stand to fit your label paper size. |
| Printing not stable | Printer in HEX Dump mode or RS-232 setting wrong | Restart your printer and leave Dump Mode or reset RS-232 PARAMETER |

6.Maintenance

6. 1. Printer Cleaning

To ensure the printing quality, please proceed this maintenance section to keep your printer in good conditions and extend its life as well.

Please use one of following material to clean the printer.

- ★ Cotton swab
- ★ Lint-free cloth
- ★ Vacuum / Blower brush
- ★ 100% ethanol

2. The cleaning process is described as following:

| | · · | - |
|-----------------------|---|------------------------------|
| Parts to be cleaned | Step | Recommend cleaning frequency |
| | 1.Turn off the printer. 2.Allow the print head to cool for at least one minute. 3.Use a cotton swap and 100% ethanol to clean the print head surface. | When change new label paper |
| Print head | Print mechanism Print head | Print mechanism Print head |
| Rubber roller | 1.Turn off the printer. 2.Rotate the platen roller and use a cotton swap to clean with 100% ethanol. | When Change new label paper |
| Paper tear bar | Use a cotton swap and 100% ethanol to clean. | When necessary. |
| Sensor | Use air brush or vacuum to clean dust of sensor. | Monthly. |
| Inner side of printer | Use air brush or vacuum to clean the dust. | When necessary. |

Note:

- * Always turn off the printer power before cleaning the printer.
- ※ Do not touch print head by figure.
- ※ Please use 100% ethanol, Do not use medical alcohol to aviod damage to print head.



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