PP-7900
POS Printer
User Manual



Package Contents

- ✓ POS Printer……...(x1)
- ✓ 80mm-wide Thermal Paper……..(x1) (For operational testing)
- ✓ 58mm Paper Spacer Plate……(x1)
- ✓ 24V/60W Power Adapter……(x1)
- ✓ Power Cord……...(x1)
- ✓ USB Cable……(x1)
- ✓ RS232 Cable (Optional)……...(x1)



To avoid paper jam occurring, do NOT press the printer's cover open lever or pull the printed paper during printing.



When a paper jam occurs, press the cover open lever to release the paper cover. Then, remove the jammed paper and reinstall the paper roll. Next, close the paper cover properly and firmly.

If the auto cutter is still jammed, the paper cover will be locked. Should the cutter jam be so serious to interfere the paper cover release operation, please push the paper cover back and press the cover open lever several times. If the problem cannot be solved none the less, please call your local service center for help right away.

FCC NOTES

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
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.

CE CLASS A WARNING

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

AVERTISSEMENT CE CLASSE A

Cet équipement est conforme à la classe A de CISPR 32. Dans un environnement résidentiel, cet équipement peut provoquer des interférences radio.

WARRANTY LIMITS

Warranty will terminate automatically when the machine is opened by any person other than the authorized technicians. The user should consult his/her dealer for the problem happening. Warranty voids if the user does not follow the instructions in application of this merchandise. The manufacturer is by no means responsible for any damage or hazard caused by improper application.

LIMITES DE GARANTIE

La garantie prend fin automatiquement lorsque la machine est ouverte par une personne autre que les techniciens autorisés. L'utilisateur doit consulter son revendeur pour le problème qui se produit. La garantie s'annule si l'utilisateur ne suit pas les instructions d'application de cette marchandise. Le fabricant n'est en aucun cas responsable de tout dommage ou danger causé par une mauvaise application.

警告使用者

為避免電磁干擾，本產品不應安裝或使用於住宅環境。

SAFETY INSTRUCTIONS

This equipment is not suitable for use in locations where children are likely to be present.

CONSIGNES DE SÉ CURITÉ

Cet équipement ne convient pas à une utilisation dans des endroits où des enfants sont susceptibles d'être presents.

WARNING

Power cord shall be connected to a socket-outlet with earthing connection.

ATTENTION

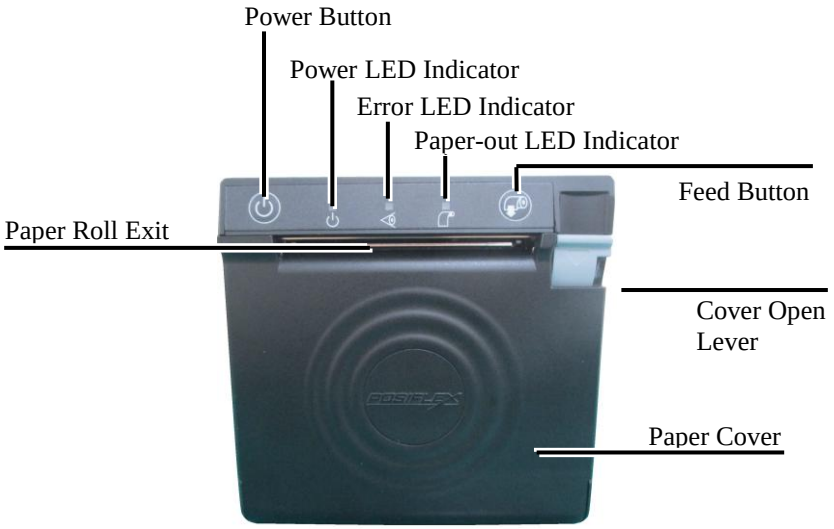
Le cordon d'alimentation doit être connecté à une prise de courant avec mise à la terre.

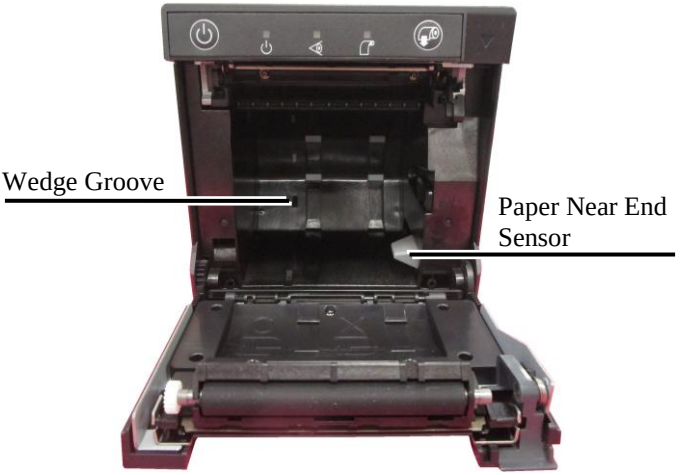
Revision History

Date	Version	Description
2023/06/12	A0	For preliminary release
2023/06/30	B0	Add wall mount section
2024/05/08	C0	Optional paper near end sensor change to default
2025/02/04	D0	Modify LAN port to default spec.
2026/02/12	E0	Modify Rohs restricted substance table to ten substances

Views of the PP-7900

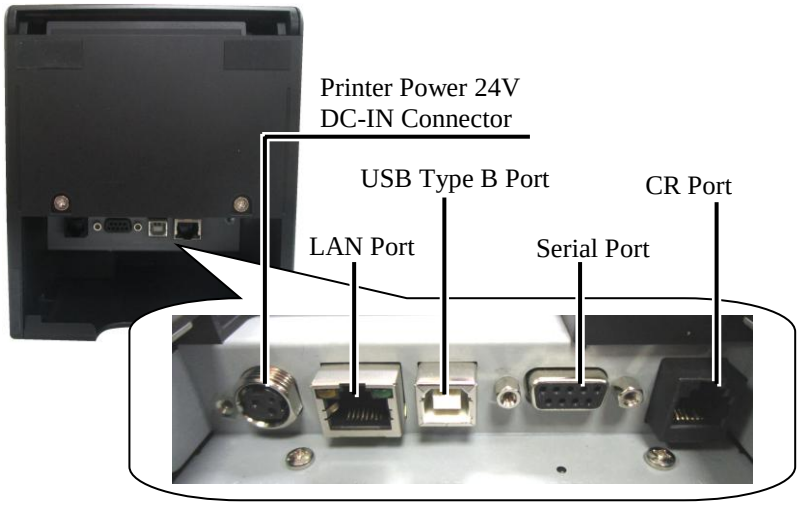
Front View





Part Names	Description
Power Button	This button turns the printer on or off.
Power LED Indicator	This indicator turns on when the printer is on.
Error LED Indicator	This indicator works when the printer has something wrong. For more details, refer to the Status LED Indicators section given below.
Paper-out LED Indicator	This indicator turns on when the paper-out issue occurs.
Feed Button	Press this button once to feed the paper roll for one line. Hold down this button to continue feeding the roll paper
Paper Cover	Open this cover when installing or replacing the paper roll.
Cover Open Lever	Push this lever to open the paper roll cover.
Paper Exit	An opening where the paper is outputted
Wedge Groove	A settled routine that makes the paper spacer plate hard to escape
Paper Near End Sensor	Provided for adjusting the detection position to suit the diameter of the paper core used, and for adjusting the detection position of remaining amount of paper

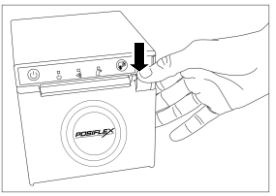
Bottom View



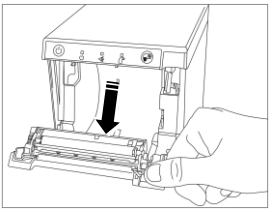
Loading a Paper Roll

Before loading a paper roll, make sure you use a specified paper type. Follow the steps below to load a paper roll.

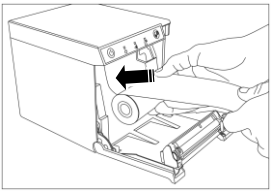
1. Press down the cover open lever to release the paper cover.



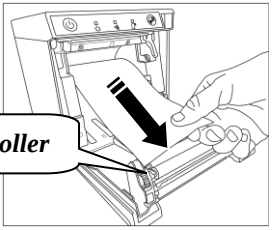
2. The paper cover ejects. Then, open the paper cover manually.



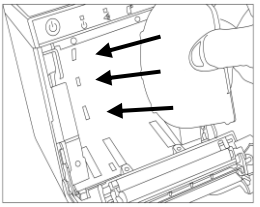
3. Drop the 80mm-wide thermal paper inside the paper compartment of the printer, as shown in the right figure.



4. Drag the paper roll to the portion where the paper roller is installed.

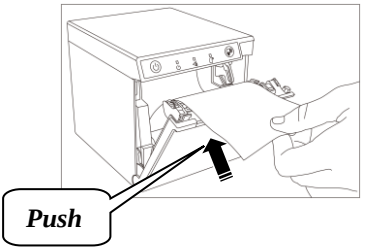


If you want to use a paper roll of 58mm width, install the spacer plate in the compartment of the printer, as shown in the right figure, and then load the paper roll of 58mm width into the partition at the right side of the plate.



Next, set the paper width by using ***PP-7900 Series thermal Printer Software Switch Utility for Windows****. The software switch utility can be downloaded from the Posiflex' global website:* ***(https://download.posiflex.com/en-global/Download/index/driver/POS-Printer/AURA_PP-7900)****. To get more detailed information on the paper width jumper setting, contact directly the Posiflex' technical service team.*

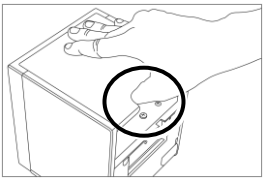
5. To avoid the paper cover not being locked completely, push the central portion of the paper cover to close.



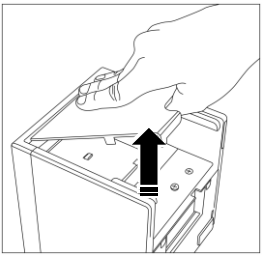
Connecting Power Adapter and I/O Cables

Follow the steps listed below to open the rear cover and connect cables.

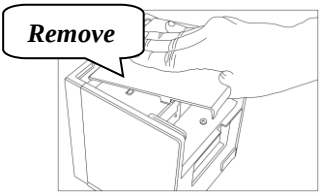
1. Hold the concave portion of the cable cover with thumb, as shown in the circled portion of the figure.



2. Pull the cover in the direction indicated by the arrow in the right figure.



3. Remove the cable cover.



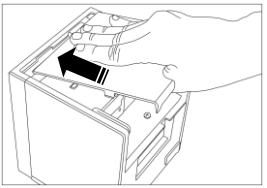
4. Connect the power adapter and the other I/O cables to the I/O ports of the printer.



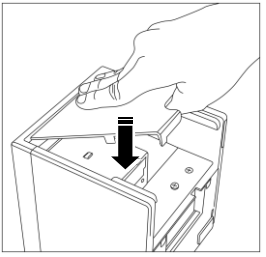
Please follow the instruction given below to connect I/O cables before powering on the printer.
Connect the POS printer with either an USB cable, a RS-232 cable, or a LAN cable to your POS terminal. After being powered ON, the POS printer will automatically detect its connected I/O port.

Reboot the printer if you switch the RS-232 interface of the printer to the USB interface and vice versa.

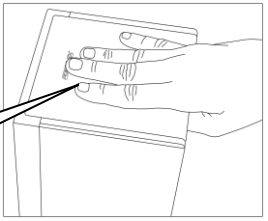
5. Make the cable cover wedge to the printer. Determine that the cable cover is well wedged to the printer.



6. Cover the I/O ports of the printer.



7. Determine that the cable cover is completely closed.



Setting up the Printer

The PP-7900 can be set through the specific software switch setting utility for setup of other functions. Please visit our web site https://download.posiflex.com/en-global/Download/index/driver/POS-Printer/AURA_PP-7900 to download the **PP-7900 Thermal Printer Software Switch Utility for Windows.** After downloading the utility, please call your service center for support before operating the software switch setup.

Please reboot the printer after the switch settings are done.

Installing the USB Virtual COM Port Driver

If you use software programs that communicate with your POS terminal via a serial interface, but your POS system does not have any serial port, you will require a so-called virtual COM port driver. This virtual COM port driver allows you to assign a virtual COM port connection number to your POS terminal connected via a USB port and enables bidirectional communication between your POS terminal and the printer.
To download the USB Virtual COM Port Driver, go to the Posiflex' global website: **https://download.posiflex.com/en-global/Download/index/driver/POS-Printer/AURA_PP-7900** to download the up-to-date driver of the POS printer.

After downloading the driver, start to install them. When you finish installing the driver, it is suggested to turn on your POS terminal again. The system will automatically detect the POS printer.

Restore Software Switch to Factory Default via Software Switch Reset

Software Switch Reset is the specially-designed function aimed to facilitate the factory reset process. Please go through the following instructions to reset your *printer to factory settings using* ***Software Switch Reset****.*

1. Power off the printer.
2. Open the paper roll cover manually.
3. Keep pressing the feed button and then power on the printer. The printer will emit one short beep sound.
4. Press the feed button of the printer **2** times.
5. Close the paper roll cover manually.
6. The printer will emit one short beep sound and then print a page displaying software switch factory-default settings.
7. The printer will restart by itself.

Doing LAN Settings Reset

Among multiple built-in functions, **LAN Settings Reset** mainly allows you to reset LAN settings to factory default. The following steps are provided to help you complete the reset process.

1. Power off the printer.
2. Open the paper roll cover manually.
3. Keep pressing the feed button and then power on the printer. The printer will emit one short beep sound.
4. Press the feed button of the printer **4** times.
5. Close the paper roll cover manually.
6. The printer will emit one long beep sound and then print a page displaying LAN default settings.
7. The printer will restart by itself.
8. Ensure that LAN settings is correctly set to factory default as follows:

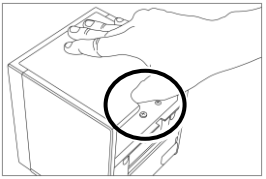
LAN Interface Information for Factory Default	
IP Address	192.168.192.168
NETMASK	255.255.255.0
GATEWAY	192.168.192.1
LINK STATUS	DISCONNECT

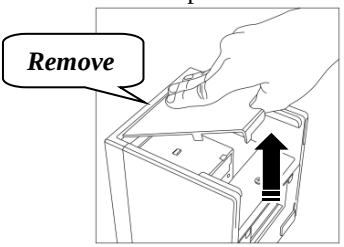
Performing a Self-Test of the Printer

1. Power off the printer.
2. Press and hold the feed button of the printer.
3. Power on the printer. The printer will emit one short beep sound.
4. Release the feed button of the printer.
5. The printer performs a self-test and prints out the self-test result.
   If the paper-out LED indicator still turns bright in red, press the feed button of the printer to make the printer print the remaining self-test result.
6. Release the feed button of the printer and then the paper-out LED indicator does not light.

Optional Wall Mount Bracket

1. Hold the concave portion of the cable cover with thumb, as shown in the circled portion of the figure, and then remove the cable cover in the direction indicated by the arrow in the below picture.





2. Connect the power adapter and the other I/O cables to the I/O ports of the printer.



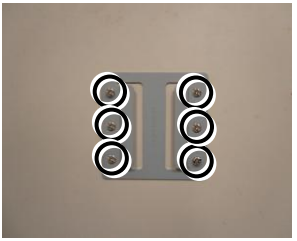
3. Fix the wall mount bracket onto the rear side of the printer with two M2.5-4.5L screws.



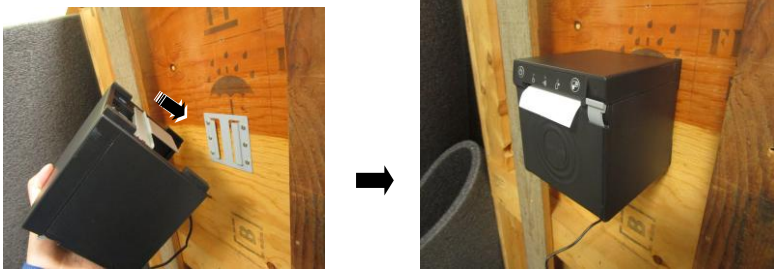
4. Stick the four rubbers to the four corners of the printer.



5. **For cement wall,** to apply the plastic cotters, please drill 6 holes on the wall. Hole diameter should be 1/4" or 6.35 mm each. Hole depth should be at least 1 and 3/8" or 35 mm. Apply the 6 plastic cotters into the drilled holes.
6. Fix the wall side mount bracket onto the wall with six self-tapping Ø3.5-25L screws.



7. Hook the wall mount bracket to the wall side mount bracket.



8. **For cement wall,** you have to drill the hole on the wall, and apply the plastic cotter into the drilled hole first.
9. Make the self-tapping Ø3.5-25L screw pass through plastic stopper.



10. Fix the plastic stopper on top of the printer.



Status LED Indicators

After powering ON the printer, you can read the printer operation status from the power LED indicator on the printer. The LED status is described below.

LED	Status	Description
Power LED	Solid blue	Printer powered on
Error LED	Flash red + several beeps	Cutter abnormal
	Solid red	Cover open
	Flash red	Operation temp. high
Paper-out LED	Solid red + continual beep	Paper out

Setting up for Kiosk

If your PP-7900 is planned to be installed into the kiosk series model (ex: TK series, HK series). Please follow the below instruction to set up the switch. It is recommended that the installation be operated by technician. For further technical support, please contact Posiflex' service team.

DIP Switch	1	2	3	4
Setting up for Kiosk	ON	OFF	ON	OFF



There are six software switches in PP-7900. In order to apply for Kiosk series model, please set the **SW6-5** as **ON**.

SW6-5 ON: PP7600_PID (Apply for KIOSK Printer)

Troubleshooting

➢ The printer cannot print

If you cannot print even though an error has not occurred, perform a self-test to check if printing is possible.

Follow the steps below.

1. Close the paper cover.
2. While pressing the feed button, power on the printer. (Hold down the feed button until printing starts.) The current print status is printed.

3. Briefly press the feed button (less than one second) to continue the self-test. The printer prints using the built-in character set. After the self-test printing, the printer is reset and switches to standard mode.

➢ LED Indicators are On/Flashing/Off

No lights is given by the LED indicators

Check whether the power supply cable is correctly connected to the printer and the socket.

Error LED is on

✓ Check whether the paper cover is closed.
✓ Check if paper jam occurs or foreign substance enters the paper cutter.
✓ The thermal head and its surroundings can be very hot. Printing stops if the thermal head is too hot. Printing starts again automatically when the thermal head temperature falls.

Paper-out LED indicator is on

✓ Check whether the paper roll is correctly installed and any paper roll remains.

Error LED indicator is flashing

Power off the printer; after 10 seconds, power it back on. If the error LED indicator turns on again even after turning the power back on, malfunction may occurs. Contact your dealer or Posiflex' technical service team.

Driver Download

Please download the relevant driver that you need from the Posiflex website (https://www.posiflex.com/document/driver-and-utility/?pmid=152,167&pid=308).

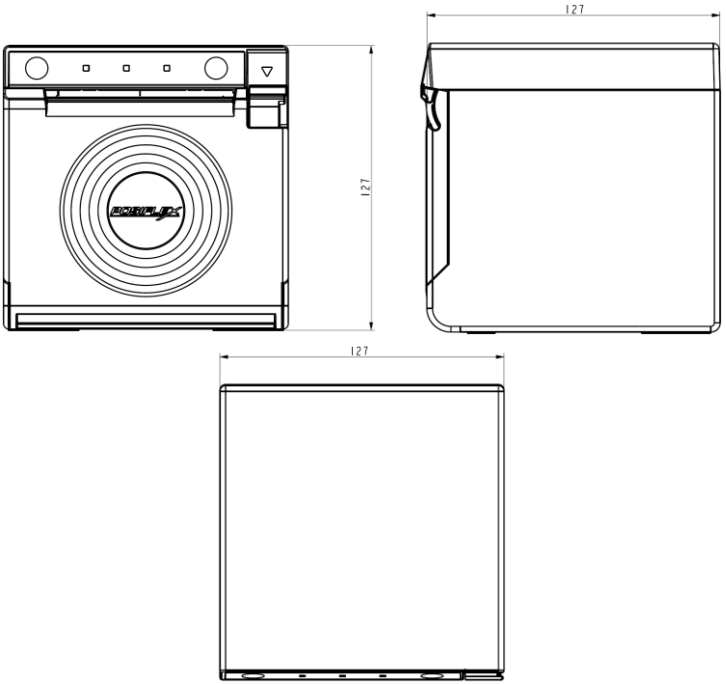
Specifications

General		
Life span at 25°C and rated energy)	Activation Pulse Resistance	100 million pulses or more
	Abrasion Resistance	150 km or more
	Paper Cutting Resistance	1,500,000 cuts or more
NV Bit Image Memory		24KB (max.)
NV Graphics		256KB (max.)
Receive Buffer		6KB
Printer Driver		Windows Driver (APD), OPOS, JavaPOS (Win), CUPS Driver (Linux)
Software		Posiflex Utility (Android), PP-7900 Utility (Windows Desktop), Development Tool (Android SDK), Monitoring Tool (RMS)
LED Indicators		Blue LED – On = Power Red LED - Error and/or Paper Out
Sensors		Cover Open / Out-of-paper / Paper Near End Sensor
Power Consumption		Approx. 1.5A (mean)
Power Source		AC adapter (24V DC)
Power Saving		N/A
Temperature		Print quality assured: +5℃~ +40℃/ Operating: 0℃~ +40℃/ Non-operating: -20℃~ +60℃
Relative Humidity		Operating: 20 ~ 85%, non-condensing 35% above for auto cutter / Non-operating: 5% ~ 90%, non-condensing (paper excluded)
Acoustic Noise Level		55db

Standards and Approvals	CE/FCC
Dimensions(W x D x H)	5" x 5" x 5" / 127 x 127 x 127 mm
Weight	0.9kg
Color	Black / White
Print	
Print Method	Thermal dot line printing
Print Speed	250 mm/second (max)
Print Resolution	576 dots/line (W 8 dots/mm x H 8 dots/mm)
Print Direction	Vertical and Horizontal
Print Fonts	
Fonts/Column capacity	Font A: 12 x 24 dots 48col (Default) Font B: 10 x 17 dots 57col Font C: 9 x 17 dots 64col
Character Size	Font A: 1.25 x 3.00 mm Font B: 1.13 x 3.00 mm Font C: 0.88 x 2.13 mm
Character Set	95 Alphanumeric, 18 International, 128 x 43 Graphic
Barcode	UPC-A/E, EAN13/8, ITF, CODE39/93/128, CODABAR, GS1 DataBar
2D Symbol Printing	PDF417, QR code
Media Handling	
Type	Thermal roll paper
Print Width	64 mm (512 dots/line, default)/72 mm (576 dots/line) /53 mm (424 dots/line)
Paper Width	80 or 58 + 0 / - 1 mm
Roll Diameter (Max)	80 + 0 / - 1 mm
Core Inner Diameter (Min.)	Ø 8 mm
Paper Thickness	60 ~ 80 um
Paper Guide	Yes
Auto Cutter	Yes
Connectivity	
Serial Interface	RS-232 (DB9 connector)
USB Interface	Built-in USB (Type-B connector)
Ethernet Interface	Ethernet 10/100Base-T/TX (RJ-45 connector)
CR port	Cash drawer port (RJ-11, 6P6C)
DC Jack	24V DC (3-pin)
Operating System	
OS support	Android / Windows / Linux

※ The product information and specifications are subject to change without prior notice.

Outline Dimension



BSMI ROHS

設備名稱：熱感應式印表機 ， 型號（型式）：PP-7900 Equipment name Type designation (Type)						
單元Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
電源供應器	○	○	○	○	○	○
外殼	○	○	○	○	○	○
電路板	○	○	○	○	○	○
線材	○	○	○	○	○	○
配件	○	○	○	○	○	○

備考1.〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。
Note 1：“Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2.〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2：“○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3.〝－〞係指該項限用物質為排除項目。
Note 3：The “–” indicates that the restricted substance corresponds to the exemption.

設備名稱：熱感應式印表機，型號（形式）：PP-7900 Equipment name Type designation (Type)				
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols			
	鄰苯二甲酸二(2-乙基己基)酯 (DEHP)	鄰苯二甲酸丁酯苯甲酯 (BBP)	鄰苯二甲酸二丁酯 (DBP)	鄰苯二甲酸二異丁酯 (DIBP)
電源供應器	○	○	○	○
外殼	○	○	○	○
電路板	○	○	○	○
線材	○	○	○	○
配件	○	○	○	○

備考 1. “超出 0.1 wt %” 及 “超出 0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。
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